



# INTRODUCTION TO MERCY MALAYSIA



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# Who We Are



- MERCY Malaysia is a non-profit organisation
- We are a registered society under the Societies Act 1966 (Society No.: 1155)

# Vision & Mission

## Vision

To be outstanding in delivery of medical and humanitarian aid to all

## Mission

MERCY Malaysia is a non-profit organisation focusing on providing medical relief, sustainable health-related development and risk reduction activities for vulnerable communities, in both crisis and non-crisis situation



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# Our Core Values

**M**otivation

We are highly motivated and passionate

**E**xcellence

We do the right things in the right ways, we are accountable to beneficiaries and donors

**R**espect

We show trust and respect in all our interactions

**C**ollaboration

Working with peers, partners and volunteers builds each other's strengths and enhances the impacts for beneficiaries

**Y**earn to Serve

We will go the extra mile to help those in need



# Declaration of Interests

- Signatory to the Principals of the IFRC/INGO Code of Conduct
- Subscribes to the Sphere Standards
- Consultative status with the UN Economic and Social Council (ECOSOC)
- Secretariat and Member of Asian Disaster Reduction and Response Network (ADRRN)

## Member of the following networks :

- Humanitarian Accountability Partnership (HAP)



- International Council of Voluntary Agencies (ICVA)



- Active Learning Network for Accountability and Performance in Humanitarian Action (ALNAP)



# What We Do?



## We focus on providing:

- medical relief
- sustainable health-related development, and
- risk reduction activities
- for vulnerable communities, in both crisis and non-crisis situation



# Medical and Humanitarian Aid

**During crisis situations (due to natural disasters or human conflict), we respond to humanitarian needs through any of the following:**

- Mobile clinics
- Field hospitals and/or operating theatres
- Psychosocial support
- Distribution of hygiene kits
- WASH (Water, sanitation and hygiene promotion)





# Sustainable Health-related Development

**We perform needs assessment to identify local gaps, and service is delivered accordingly**

➤ **Malaysia**

- Outreach Vaccination Clinics - KL
- Outreach Dental Clinic - Perak
- Outreach Clinics - Sabah and Sarawak

➤ **International**

- Cleft Lip and Palate Project – Bangladesh
- Arsenic Water Mitigation and Rain-Water Harvesting - Bangladesh
- Oral Rehydration Therapy – Cambodia
- Reconstruction of Hospital - Sri Lanka
- Mobile clinic, primary health care, psychosocial training programme and food distribution - Somalia
- Distribution of family hygiene kits to flood affected – Myanmar, Cambodia, Thailand





# Risk Reduction Activities

**After a disaster, we follow through with preparedness activities to build resilience of the community:**

➤ **Malaysia**

- School Preparedness Programmes
- Johor Community Preparedness Programme
- Disaster Risk Reduction for Persons with Disabilities

➤ **International**

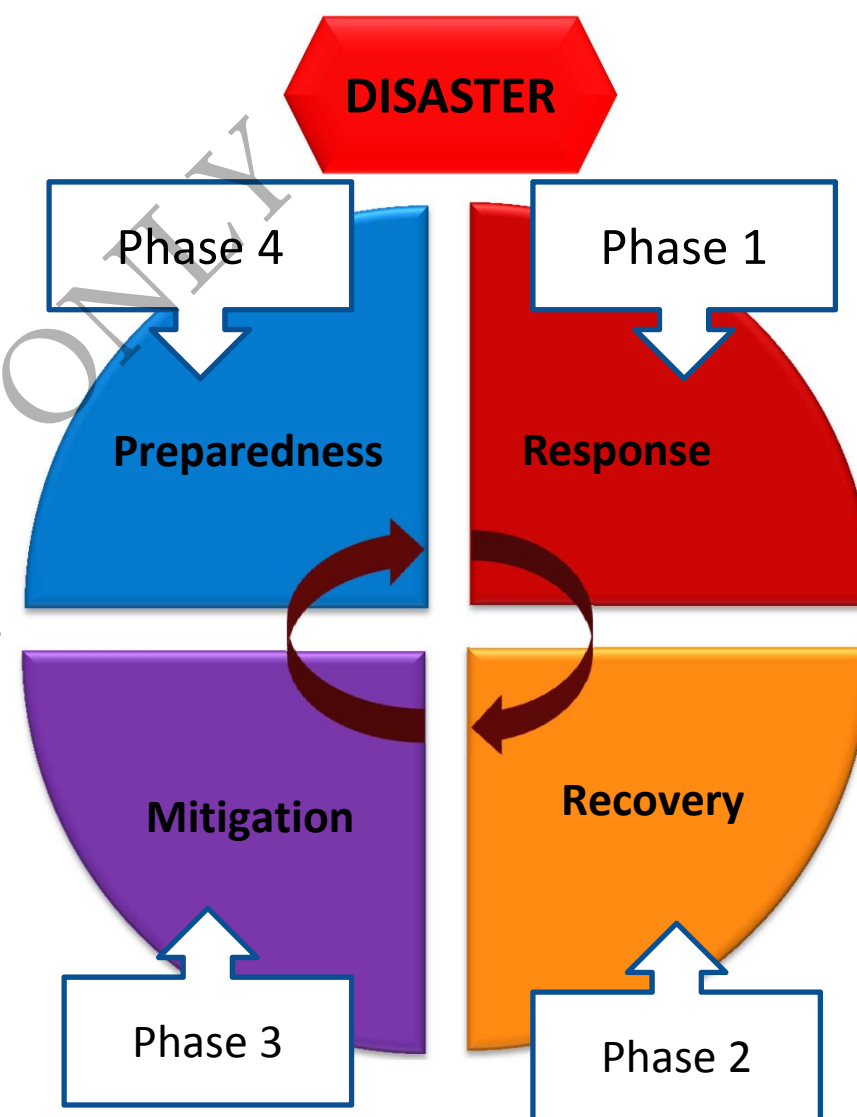
- Community-Based Disaster Risk Management - Maldives
- School Safety Disaster Education & Community-based Mangrove Rehabilitation Project - Myanmar
- Child Led Disaster Risk Reduction - China



# Our Approach

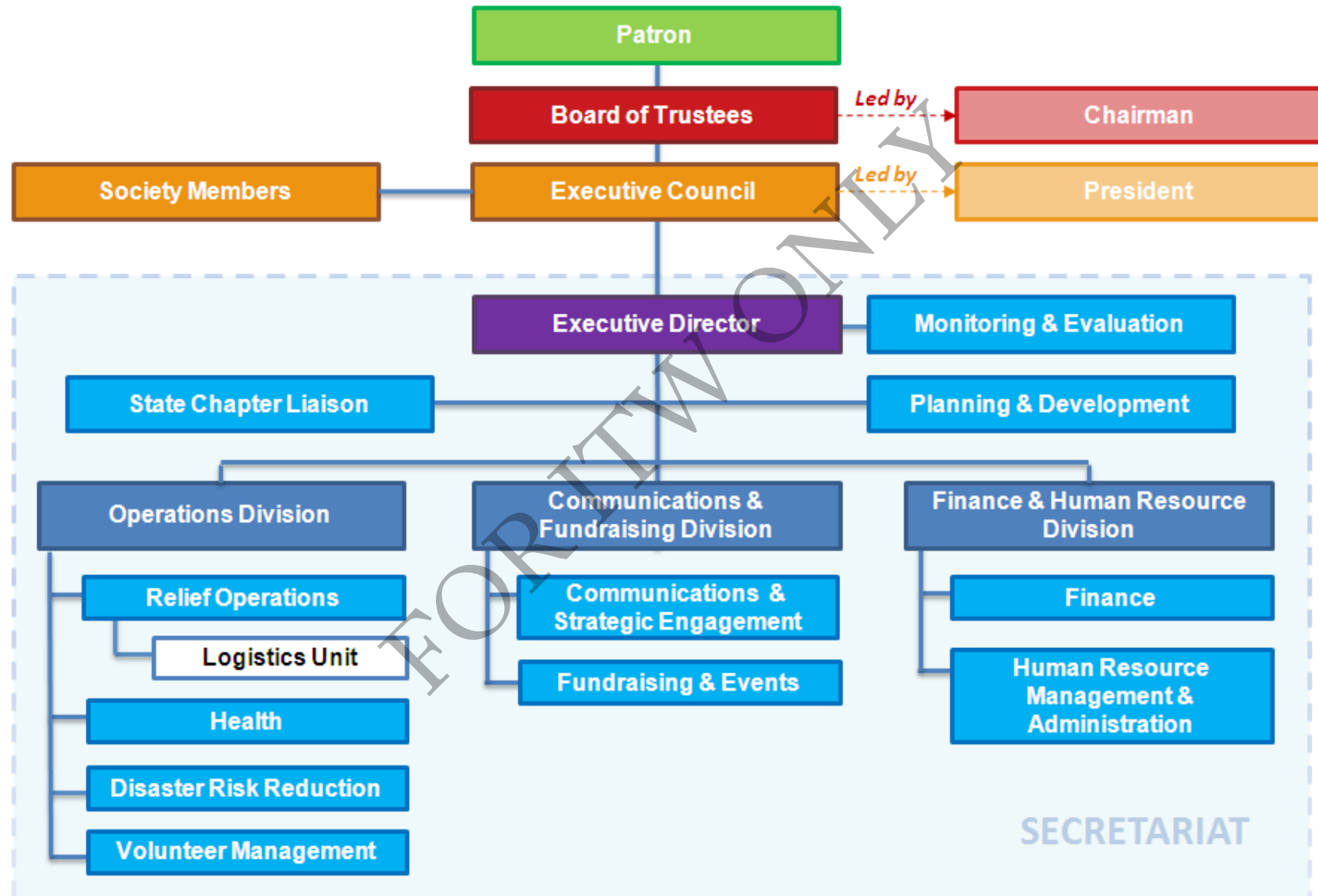
## Total Disaster Risk Management (TDRM)

- A holistic approach to disaster response going beyond the emergency phase
- Takes into account prevention and preparedness measures in the event of the occurrence of another disaster



# MERCY Malaysia Organisational Chart

Slide 11



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# OUR HISTORY





# Our journey so far....



## 1999 - 2003

- First mission to Kosovo
- Official launch of Humanitarian Fund
- Emergency Relief with initial focus on war torn areas
- Became ADRRN member in 2002



## 2004 - 2007

- Tsunami 'tipping point'
- Shift focus to natural disaster-prone areas
- Became ICVA member
- Khazanah Nasional & Petronas provided significant funding, move to long-term projects
- Adopted Total Disaster Risk Management (TDRM) in projects, move beyond emergency relief to sustainable relief



## 2007 - 2009

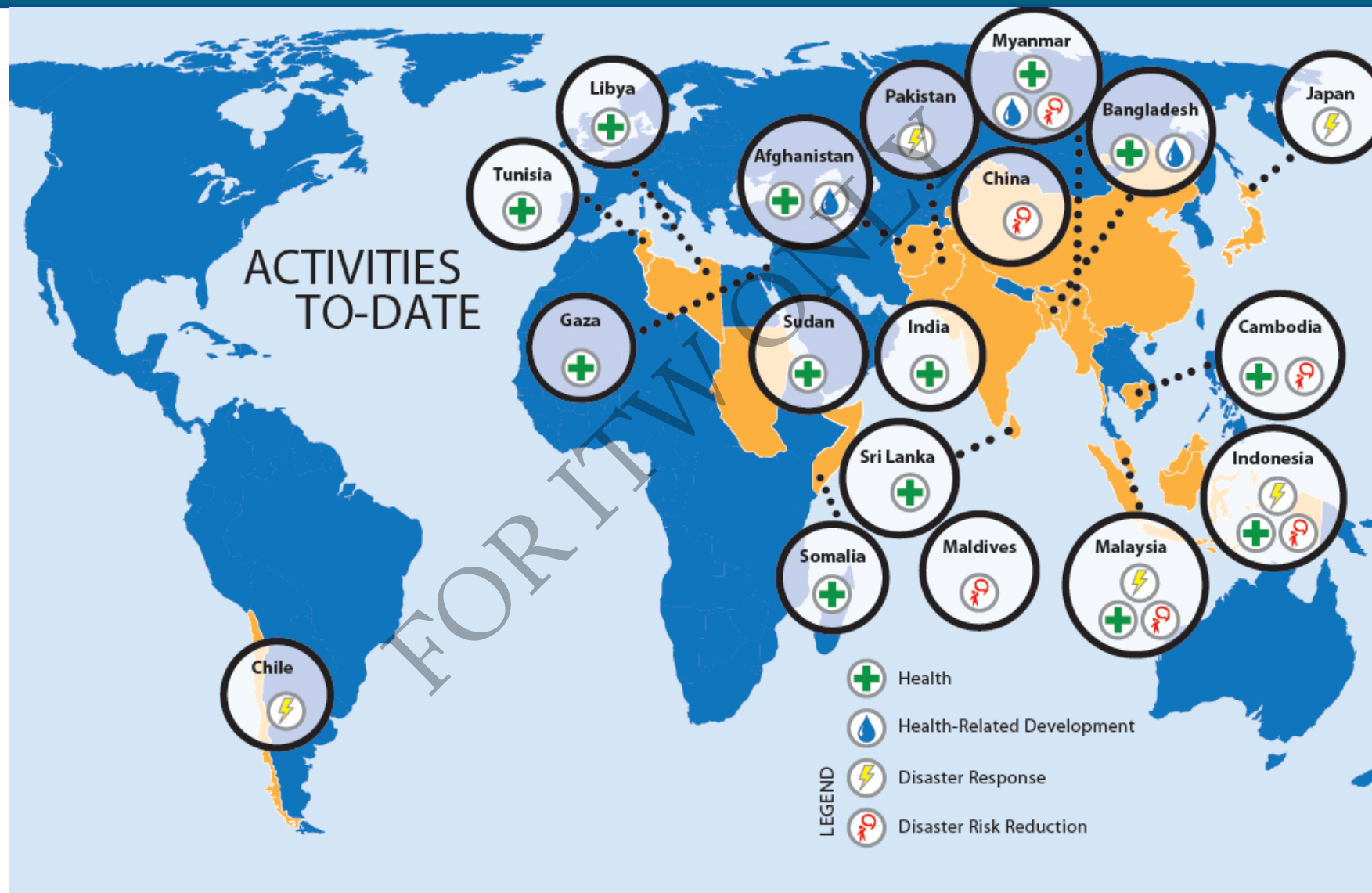
- Secured HAP certification on accountability
- ACCA award
- Appointed Board of Trustees
- Leadership succession within MM EXCO and Secretariat



## Beyond 2010

- Sustainable Funding
- Human Capacity Development
- Operational Excellence

# Where We Have Been 2010 - 2011



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# Where Your Donations Goes



## Emergency Medical Relief

helps in early stages of

- complex disaster, or
- natural disaster



## Capacity Building

helps support the health development through medical fraternity



## Disaster Risk Reduction (DRR) - (Preparedness & Mitigation)

helps prepare communities with knowledge and skills



## Psychosocial Intervention

helps people build coping mechanisms



## Reconstruction & Rehabilitation

helps rebuild

- health facilities, and
- health infrastructures



## Community Health Programme

helps remote communities through outreach clinics, in terms of

- medical aid,
- dental treatment and / or
- eye treatments



## Humanitarian Relief and Recovery

helps provide the essentials of life

# Our Aspiration

**To become  
an Asian Humanitarian  
International NGO  
implementing  
Total Disaster Risk Management  
with  
strong deep-rooted core values**



# Info Technology on DRR and Emergency Preparedness in Malaysia

Slide 17

- Malaysia Country Profile
- Recent disasters
- NSC Directive No. 20
- Recent projects on DRR
- Malaysia Meteorological Department – Malaysia national Tsunami early warning System
- Portal Banjir

# Malaysia Country Profile



Although Malaysia is located outside the “Pacific Rim of Fire” and generally not affected by severe natural disaster such as earthquake, volcanic eruption and typhoon but nonetheless not spared from other disasters such as flood, man-made disaster, landslides and sever haze.

# INDIAN OCEAN TSUNAMI 2004

This unprecedented tsunami affected the state of Penang, Kedah Perak and Selangor causing 69 death and 5 missing in Malaysia.



# MAJOR DISASTER FROM 2005 UNTIL JAN 2009

Slide 20

Year	Disaster	Killed	Injured	Total affected	Damage (USD)
2009(Jan)	Flood			8470	
2008	Flood			10210	
2008	Landslide	11	15	1422	
2007	Flood	33		158000	225 million
2006	Flood	19		138000	343 million
2005	Flood	17		100000	66 million
2005	Mud flood	3		2793	

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# RECENT MAJOR DISASTERS

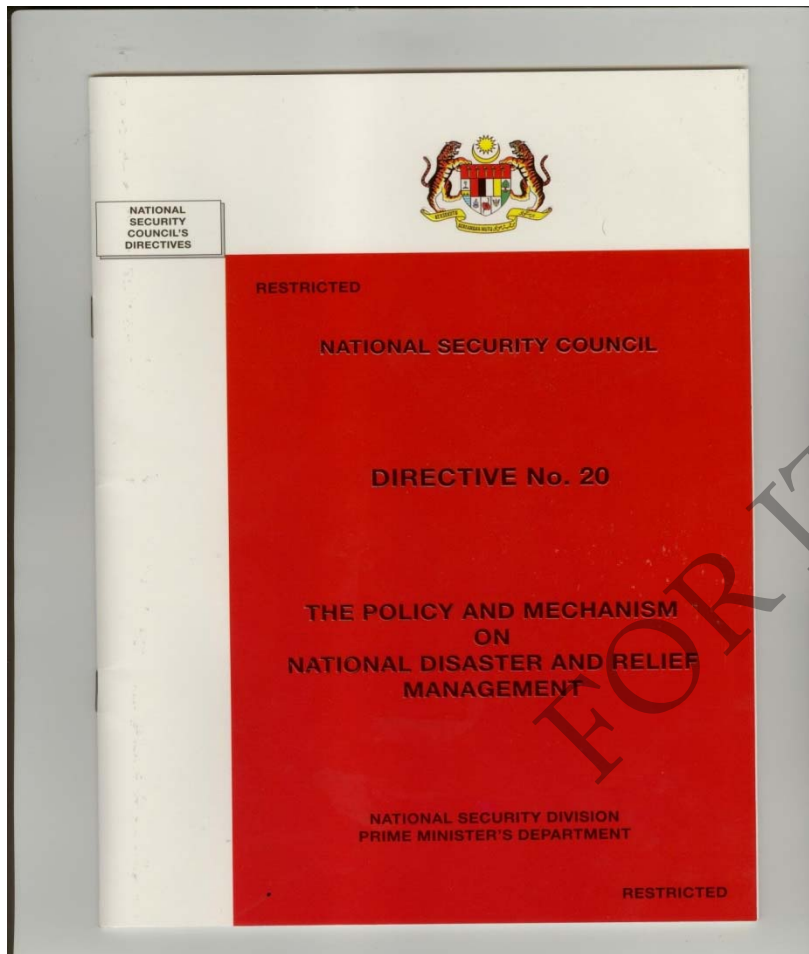
- Landslide at Bukit Antarabangsa suburban of Kuala Lumpur in 2008 which claimed 4 lives.
- Monsoon Floods occurred annually but most severe in 2006 to 2007 in the Southern state of Johor.
- Severe Haze struck Peninsular Malaysia caused by forest fire resulted in Air Pollution Index to reach dangerous level.



# NATIONAL SECURITY COUNCIL (NSC)

## DIRECTIVE NO. 20

Slide 22



**(The Policy and Mechanism on National Disaster and Relief Management)**

**Following the tragedy of the collapsed of Highland Towers Condominium in 1993, the Malaysian Cabinet made a decision to form a mechanism under the National Security Division, Prime Minister Dept for the management of on scene incident in major disaster on land.**

# NATIONAL SECURITY COUNCIL (NSC)

## DIRECTIVE NO. 20

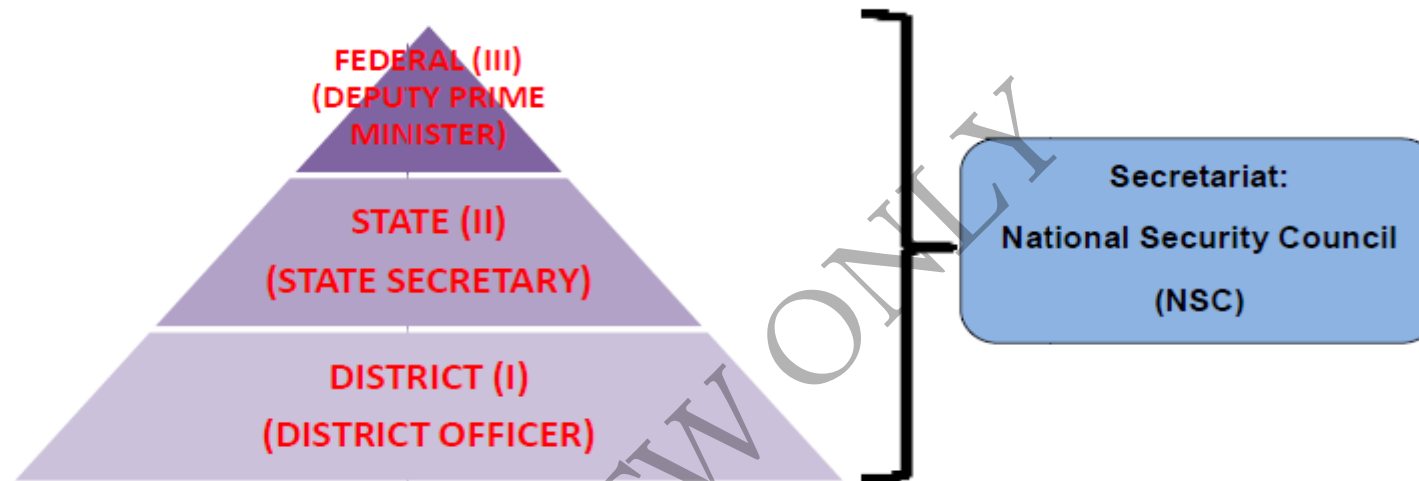
Slide 23

- To have an integrated system of disaster management with emphasis on the concerted and coordinated actions.
- Integrated disaster management system means “a combined and coordinated response of the various agencies in the management of disaster”.
- Coordinated and concerted actions means “the harmonious integration of all agencies involved with the objective to handle the disaster efficiently and bringing the situation back to normalcy”.

# NATIONAL SECURITY COUNCIL (NSC)

## DIRECTIVE NO. 20

Slide 24



- a) The **National Security Division (NSD)** in the Prime Minister's Department is responsible for coordination of all activities related to disaster.
- b) In order to handle the disaster more effectively, **A Disaster Management and Relief Committee (DMRC)** is established at the Federal, State and District Level. The Federal level is chaired by the Deputy Prime Minister. The State level is chaired by State Secretary while the District level is chaired by District Officer.
- b) The membership of DMRC is thus extended to include many agencies in order to effectively handle all types of disasters on land - (inter agency and inter sectoral approach in Disaster Management).

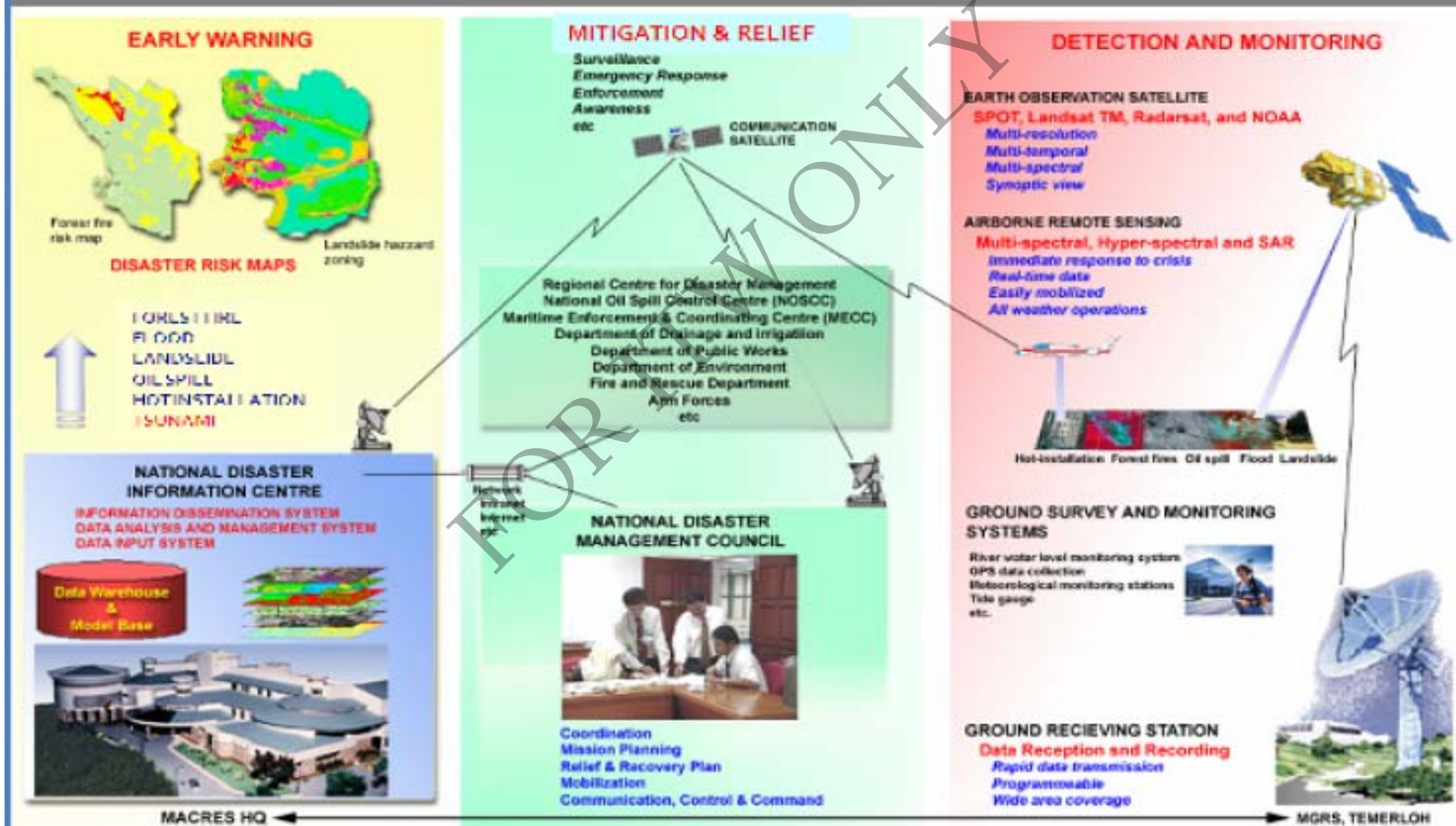


# Recent projects in DRR

- The National Disaster and Information Management System (NADDI)
- Malaysia National Tsunami Early Warning System

# The National Disaster and Information Management System (NADDI)

## NATIONAL DISASTER MANAGEMENT PROGRAMME



# The National Disaster and Information Management System (NADDI)

- Central system for collecting, storing, processing, analyzing, and disseminating information.
- Emphasizes on the utilization of remote sensing technologies, Geographical Information System (GIS) and Global Positioning System (GPS).
- To support:
  - Early warning,
  - Detection and monitoring,
  - Mitigation and relief for pre, during and post disaster management activities.



# Malaysia National Tsunami Early Warning System Slide 28

- 14 seismic stations
- 3 Deep Ocean Buoys
- Tidal Gauge Network
- Coastal cameras



National Seismic Network

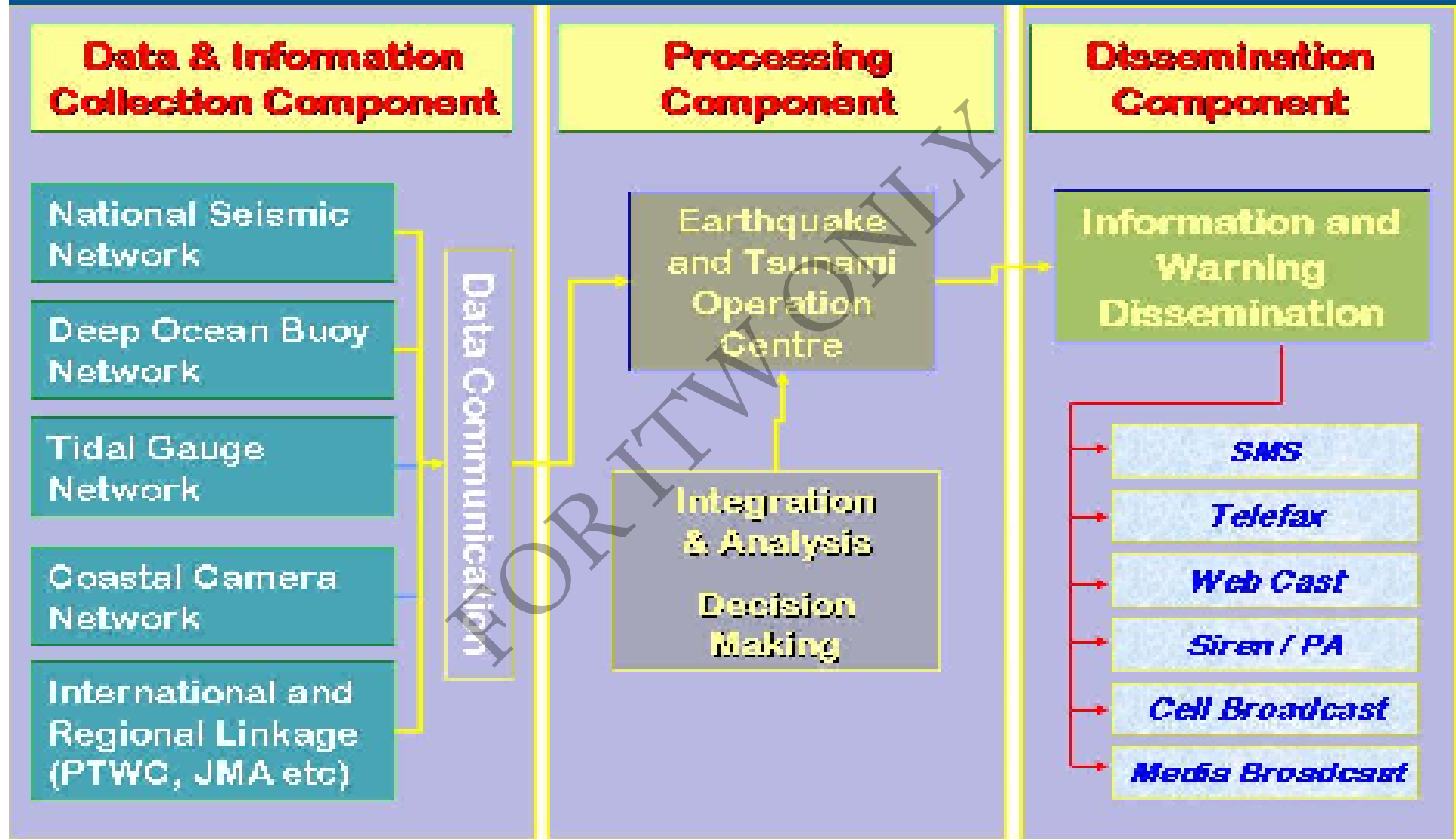


Deep Ocean Buoy installation

the consent of MERCY Malaysia

# MALAYSIA NATIONAL TSUNAMI EARLY WARNING SYSTEM

Slide 29





# MALAYSIA NATIONAL TSUNAMI EARLY WARNING SYSTEM Slide 30

Key features:

- Real-time 24-hour continuous monitoring
- Tsunami prediction monitoring
- Seismic maps and tsunami inundation
- Issuance of information, advisory, notice, early warning and warning on the occurrence of earthquake and tsunami that threaten the security and safety of Malaysia
- As part of the Intergovernmental Oceanographic Commission (IOC) Tsunami Network.

Main Menu

- Weather Forecasts
- Marine Forecasts
- Observations
- Aviation Meteorology
- Earthquake & Tsunami
- Climate
- Agrometeorology
- Environmental Studies
- Research and NWP
- Publications
- Training
- Education
- Archives
- Feedback to Media
- Presentation Paper
- Links
- Tenders and Quotations
- FAQs
- Portal Guideline

Search

search...

Search

Government Links



**myGovernment**  
Malaysia Government's Portal

**PEMUDAH**



Jabatan Meteorologi Malaysia  
KEMENTERIAN SAINS, TEKNOLOGI DAN INOVASI

Thunderstorm Warning (IDM20007)

04:06PM, 10 May 2012

JMM-PRO/CALK-04

Our Ref: JMM.RML06/701/10 JLD64(00)

## Amaran Ribut Petir dan Hujan lebat

Dikeluarkan pada: 04:06pm pada 10 Mei 2012

KEMASKINI AMARAN :

Ribut petir dan hujan lebat di negeri Perak (Daerah Hulu Perak, Kuala Kangsar dan Hillir Perak), WP Kuala Lumpur, Johor (Daerah Muar dan Mersing), Pahang (Daerah Cameron Highlands, Lipis, Raub, Bentong, Rompin, Pekan, Kuantan dan Jerantut), Terengganu (Daerah Dungun dan Kemaman), Sabah : Bahagian Pedalaman (Daerah Beaufort dan Sipitang), Pantai Barat (Daerah Ranau dan Kota Belud), Kudat (Daerah Kota Marudu) dan Tawau (Daerah Tawau); dan Sarawak : Bahagian Limbang, Miri (Daerah Marudi), Bintulu dan Sibu (Daerah Selangau dan Sibu) dijangka berterusan sehingga lewat petang, Khamis 10 Mei 2012.

Keadaan cuaca yang sama dijangka berlaku di negeri Perak (Daerah Kinta, Kampar, Manjung, Perak Tengah dan Batang Padang), Selangor (Daerah Sabak Bernam, Kuala Selangor, Hulu Selangor, Gombak, Petaling dan Hulu Langat), WP Putrajaya, Johor (Daerah Ledang dan Batu Pahat), Pahang (Daerah Maran), Terengganu (Daerah Hulu Terengganu), Sabah : Bahagian Pedalaman (Daerah Kuala Penyu), Pantai Barat (Daerah Tuaran, Kota Kinabalu, Penampang dan Papar), Kudat (Daerah Kudat dan Pitas), Sandakan (Daerah Beluran) dan Tawau (Daerah Lahad Datu); dan Sarawak : Bahagian Miri (Daerah Miri).

Keadaan ini berkemungkinan menyebabkan angin kencang dan banjir kilat.

## Thunderstorms and Heavy Rain Warning

Issued at : 04:06PM, 10 May 2012

WARNING UPDATE :

Thunderstorms and heavy rain occurring over states of Perak (Hulu Perak, Kuala Kangsar and Hillir Perak Districts), Kuala Lumpur FT, Johore (Muar and Mersing Districts), Pahang (Cameron Highlands, Lipis, Raub, Bentong, Rompin, Pekan, Kuantan and Jerantut Districts), Terengganu (Dungun and Kemaman Districts), Sabah : Divisions of Interior (Beaufort and Sipitang Districts), West Coast (Ranau and Kota Belud Districts), Kudat (Kota Marudu District) and Tawau (Tawau District); and Sarawak : Divisions of Limbang, Miri (Marudi District), Bintulu and Sibul (Selangau and Sibul Districts) is expected to persist until Thursday, 10 May 2012 late afternoon.





MAJLIS KESELAMATAN NEGARA  
JABATAN PERDANA MENTERI

# PORTAL BANJIR



RAKYAT DIDAHULUKAN,  
PENCAPAIAN DIUTAMAKAN

Laman Utama

Makluman

Laporan

Galeri Foto

Maklumbalas

Hubungi Kami

?

Q

Search

Khamis, 19 Jumadal Akhirah 1433

10 Mei 2012 6:12:45 PM

PERLIS

KEDAH

PULAU PINANG

PERAK

SELANGOR

KUALA LUMPUR

NEGERI SEMBILAN

MELAKA

JOHOR

PAHANG

TERENGGANU

KELANTAN

LABUAN

SABAH

SARAWAK



## KELANTAN

Follow @PBanjirKEL 110 followers

### Pusat Pemindahan

0

### Bilangan Mangsa

0

### Bilangan Kematian

0

### Penutupan Jalan

0

### Kawasan Banjir

0

### Galeri Foto



<< 7 of 21 >>

### Bilik Gerakan

[Pejabat Kebajikan Masyarakat Jajahan  
Kota Bharu](#)

Telefon: + 09-7482124

[Bilik Gerakan 8 Briged \(Tentera\)](#)

Telefon: + 09-7753400

[Bilik Gerakan PDRM \(CCC Kelantan\)](#)

Telefon: + 09-7450999

+ 09-7455555

[Senarai Penuh](#)

Atas





# Public InfoBanjir

Jabatan Pengairan dan Saliran Malaysia



## MAKLUMAT TERKINI

- PENEMPATAN BANDIR
- BILIK GERAKAN BANDIR JPS
- STATUS KEJADIAN BANDIR
- INFOBANJIR (TEKNIKAL)
- JPS MALAYSIA



## INFORMASI TERKINI

Tiada Pengumuman Terkini..

Amaran Banjir

Amaran Aras Air

Amaran Hujan Lebat

Ramalan Banjir

Data Stesen

BatuScam 2012-05-10 17:46:04



Amaran Banjir



Amaran Aras Air



Amaran Hujan Lebat



Ramalan Banjir

## PETA KEAMATAN HUJAN

Keamatan hujan untuk jam yang terakhir  
(berdasarkan tolak hujan di stesen-stesen JPS)  
Masa: 10-05-2012 17:00



Papar Peta: Keamatan hujan 24 jam terakhir

Rainfall (mm)



## KEMUDAHAN LAIN





# Malaysia Flood Relief

- Malaysian Meteorological Department (MMD) Alert via sms will trigger MERCY Malaysia to monitor the situation and gather relevant information.
- Portal Banjir MKN (flood portal) will give an overview of crisis situation in Malaysia.
- It will also give real time information on specific state which can determine the severity of the situation and response needs.
- The portal also provides information on the local crisis Centre and relevant contact person.





# Malaysia Flood Relief

- The portal is linked to other relevant website e.g Ministry of public work website, department of irrigation, etc. which provides information on road closures, indicator of water level at potential flooding site, evacuation centers etc.
- Such information allow MERCY Malaysia to plan response with state chapter for logistic arrangement, volunteers, partners, and report to relevant authority accordingly.







# *Tropical Storm Sendong Relief (Early Recovery)*

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# Overview

- Tropical Storm Washi, known locally as Sendong, swept across the Northern Mindanao region from 16 to 18 December 2011 causing massive flooding, flash floods and landslides. The hardest-hit areas were in the cities of Iligan and Cagayan de Oro.
- From the 6<sup>th</sup> of January 2012 to the , MERCY Malaysia deployed a total of 5 teams to Cagayan De Oro to assess needs, establish networks and contacts, plan for intervention and respond to the disaster.
- As of late February, the number of confirmed dead is 1,430 and missing is 1,021 in Cagayan De Oro and Iligan. Of the affected population of 182,096, an estimated 22,828 individuals are still in evacuation camps or relocation centres.





# Main Activities

## MOBILE CLINICS

- **Services offered:**

- i) Medical consultations
- ii) Dispensing of medication
- iii) Referrals to the regional hospital

- **Where?** Cagayan De Oro

- **Partner:** The Bureau of Fire Protection (region X) provided an ambulance and trained Emergency Medical Service nurses to assist in daily mobile clinics.

- **When?** 16<sup>th</sup> Jan – 23<sup>rd</sup> Feb 2012

## PSYCHOSOCIAL ToTs

- **Training of trainers module**

- i) Targeted at local front liners
- ii) Covering psychological first aid & psychological tools.
- iii) Trainees from NGOs, civil society and government agencies
- iv) Maximum of 40 pax per session.

- **Where?** Iligan and Cagayan De Oro

- **Partner:** Department of Health and City Health Department

- **When?** 29<sup>th</sup> Mar – 6<sup>th</sup> Apr 2012

# SPEED

SPEED or Surveillance in Post Extreme Emergencies and Disasters is a mobile- and Internet-based disease surveillance system for disasters developed for the Health Emergency Management Staff of the Department of Health and the World Health Organization Philippines.

## **Program goals/rationale:**

The objectives of SPEED are:

- to minimize or eliminate morbidity and mortality due to disease outbreaks related to disaster.
- to develop a robust public health disease surveillance system for emergencies and disasters.

# SPEED

## Key program components:

- SPEED monitors 21 key diseases that occur after a major disaster, such as diarrhea, leptospirosis, and measles. SPEED allows health workers in evacuation centers and health facilities to send daily disease data through SMS and Internet. SPEED aggregates this data and generates alerts, tables, graphs, and maps. SPEED can generate data from the level of the evacuation center upto the national level. A SPEED reporter (i.e. health worker) sends a preformatted SMS message containing the disease tally in an evacuation center or health facility. If a disease threshold is breached, the SPEED server will send an SMS message to health emergency managers regarding a possible outbreak. The SPEED system then aggregates the disease data to generate reports for municipal, provincial, regional and national managers for disaster response and policy-making.

# SPEED

## Program history:

- SPEED was created in response to Typhoon Ondoy in 2009 (international name Ketsana), the most devastating typhoon to hit Manila which resulted in one of the largest leptospirosis outbreaks in the world. Subsequently, the Global Outbreak Alert Response Network identified the need for an effective monitoring system for early detection of unusual increases in major publichealth events during emergencies Since 2010, SPEED has been used in a number of disasters, such as Typhoon Quiel (international name Nalgae) and Typhoon Sendong (international name Washi) in 2011. There have been outbreaks of leptospirosis due to Typhoon Sendong, but not of the magnitude as Typhoon Ondoy.



**S.P.E.E.D. SYNDROMIC REPORTING FORM – 1**  
(HEALTH CENTERS, BHS AND EVACUATION CENTERS)

Province: \_\_\_\_\_ City/Municipality: \_\_\_\_\_ Barangay: \_\_\_\_\_  
 Name of Reporting Health Facility: \_\_\_\_\_  
 Population size of Evacuation Centre: < 5 yrs \_\_\_\_\_ ≥ 5 yrs \_\_\_\_\_  
 Name of Reporting Officer: \_\_\_\_\_ Mobile Number: \_\_\_\_\_  
 Date the patients reported below were seen by a health professional: \_\_\_\_\_  
 Date this report is submitted: \_\_\_\_\_  
 HF Code (Health Facility Code): \_\_\_\_\_  
 SMS Format (daily): HF X MM/DD/YY POP 0 0 DISEASECODE 0 0 0 0  
 SMS Format (alert): HF X ALERT DISEASECODE 0 0 0 0  
 \* X is the HF code

**Example of SPEED Form (front)**

SMS  
daily/alert  
code format

#	Disease Syndrome / Health event	<5 years old		≥5 years old	
		Cases	Deaths	Cases	Deaths
1	Fever (FEV)				
2	Cough, colds or sore throat with or without fever (ARI)				
3	Fever with rash (MEA)				
4	Fever with spontaneous bleeding (i.e. nose bleeding, gum bleeding) (AHF)				
5	12 months and over: sudden onset of fever (> 38° C) with severe headache and stiff neck; < 12 months: fever (> 38° C) with bulging fontanel, or refusal to suckle (MEN)				
6	Fever with headache, muscle pains and any of the following: eye irritation, jaundice, skin rash, scanty urination (LEP)				
7	Yellow eyes or skin with or without fever (AJS)				
8	Fever with other symptoms not listed above (FOS)				
9	Loose stools, 3 or more in the past 24hrs with or without dehydration (AWD)				
10	Loose stools with visible blood (ABD)				
11	Open wounds and bruises/burns (WBS)				
12	Fractures (FRS)				
13	Skin disease (SDS)				
14	Animal bites (ANB)				
15	Eye itchiness, redness with or without discharge (CON)				
16	Spasms of neck and jaw (lock jaw) (TET)				
17	High blood pressure ≥140/90 (HBP)				
18	Known diabetes (KDM)				
19	Difficulty in breathing and wheezing (AAA)				
20	Floppy paralysis of the limbs which occurred recently in a child < 15 years who is previously normal (AFP)				
21	Visible wasting with or without bipedal pitting edema (AMN)				
22	Others (please specify): _____				

Morbidity Data  
(cases/ deaths  
seen by <5 & ≥5 )

## Main Symptoms, Alert Threshold and Recommended Verification Actions

Health conditions	Possible diseases	Notification Alert threshold	Immediate action by health staff once alert threshold is crossed
Cough, colds or sore throat with or without fever ( <b>ARI</b> )	Common colds, Pneumonia, Influenza	1.5 times the average # of cases noted from the previous three weeks	
Fever with rash ( <b>MEA</b> ) Fever with spontaneous bleeding (i.e. nose bleeding, gum bleeding) ( <b>AHF</b> ) Suspected leptospirosis ( <b>LEP</b> ) Acute flaccid paralysis ( <b>AFP</b> )	Measles, German measles, chicken pox Dengue, blood dyscrasias, Nutritional disorders, Meningococcal disease Leptospirosis Poliomyelitis, Neurologic Disorders, Electrolyte imbalance, Vitamin deficiency	<b>One case</b>	Report to the MHO/CHO or to next higher level for verification/field investigation & specimen collection
Suspected meningitis ( <b>MEN</b> )	Bacterial meningitis, viral meningitis, encephalitis	<b>Two suspected cases</b> of meningitis in the same week in the same reporting health facility or settlement	Report to the MHO/CHO or to next higher level for field investigation & immediately collection of CSE to confirm the cases
Yellow eyes or skin with or without fever ( <b>AJS</b> )	Viral Hepatitis, Leptospirosis, Chemical intoxication	A <b>cluster</b> of at least 3 cases in the same reporting health facility or settlement in one week	Report to the MHO/CHO or to next higher level for verification/field investigation & specimen collection
Fever with other signs and symptoms not listed above ( <b>FOS</b> )	Malaria, urinary tract infection, typhoid	<b>Increasing trend for 3 days</b> associated with or without unusual increase of specific mortality	Report to the MHO/CHO or to next higher level for verification/field investigation & specimen collection
Loose stools, 3 or more in the past 24hrs with or without dehydration ( <b>AWD</b> )	Cholera, Viral/ bacterial gastroenteritis	<b>One death</b> for acute watery diarrhoea in patients 5 years of age or older A <b>cluster</b> of 5 cases in one week of watery diarrhoea in patients 5 years of age or older	Report to the MHO/CHO or to next higher level for verification/field investigation & specimen collection
Loose stools with visible blood ( <b>ABD</b> )	Amebiasis, Salmonellosis, Shigellosis	A <b>cluster</b> of 3 cases of acute bloody diarrhoea in the same evacuation center in one week, or the doubling of cases in two consecutive weeks	Report to the MHO/CHO or to next higher level for verification/field investigation & specimen collection
Spasms of neck and jaw (lock jaw) ( <b>TET</b> )	Tetanus	<b>One case</b> of suspected tetanus	Report to the MHO/CHO or to next higher level for verification/field investigation; investigate hygienic practices used for deliveries in neonatal tetanus

## Example of SPEED Form (back)

Symptom and threshold guide on when to send an immediate alert SMS to the server

[http://www.youtube.com/watch?v=Sn8Y9ifQthk&feature=player\\_detailpage#t=57s](http://www.youtube.com/watch?v=Sn8Y9ifQthk&feature=player_detailpage#t=57s)