

MH 370

CRSM MH370 Taskforce

Crisis Relief Squad of MCA



CRSM MH370 Relief Record

援助记录

- 8/3 : Incident 失连事件
- 9/3 : Volunteer Recruitment 招募志工
- 10/3 : Set up Operatin Room 成立行动室
- 10-23/3 : Hotel Sama Sama –Care Giver & Translator
- 16-20/3 : Haze Attacked 烟霾来袭
- 23-30/3 : PWTC媒体中心 – Translator
- 30/3-7/4 : Hotel Bangi Putrajaya – Care Giver
- 22/4-7/5 : Beijing Care Giver

Services & Mission 服务 & 任务

– 接待家属 **Care Giver**

- Companion 接待及陪伴特别是来自中国的乘客家属，为他们在马来西亚时提供各项即时的援助，同时给予安慰及陪伴。
- Helper 为家属提供语言上的翻译，如酒店服务、汇报会
- Assistant 陪伴家属用餐、出外购买日常用品，包括衣服、鞋子

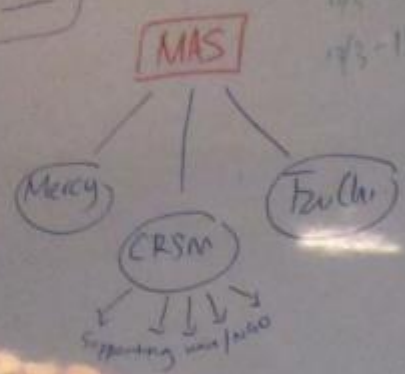
– 接待媒体 **Media Assistant**

- Translation 为媒体提供翻译服务
 - News 报章翻译
 - Press Conference 新闻发布会翻译
 - Interview 出外采访翻译
- Information 提供各项的咨询
 - Ticket booking 订购机票
 - Hotel Booking 订购酒店
 - Direction 询问路线
 - Printng Doc 打印文件



CRSM 义工团行动室

总指挥: 赖俊瀚
 副指挥: 黄祥信
 总协调: 颜伟祥
 种放: 梁如心

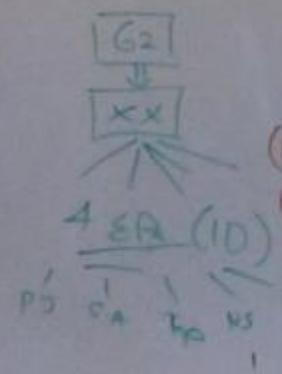


- Duty:
- ① Care Giver
 - ② Translator (family, medical, logistic, call center, secretary)
 - ③ Secretariat

Volunteer:

- ① on site = 9am - 10pm
- ② on call: mobilize within 1hr
- ③ Support: standing
- ④ Special Task Force (STF)

lunch: 11am - 1pm
 dinner: 4:30pm - 6pm
 Hotel: 6pm



- ① Intro 方言
- ② 期待
- ③ 经验 方言
- (?)

Hotline

8.30pm - 11.30am

★ Recruitment: 019-6696273

★ Volunteer: 019-6696278

希望 Group: 019-6696275

XiLAS 伟祥 019-6644300

李苗凤 016-5399178

- FER
- K/ky - 完
- newspaper
- A201
- English

Type of Volunteer 志工种类

- ON SITE –20pax 人
 - Full Time at operation room
全时间待命，住在行动室、附近的酒店及住宿在机场附近的志工（雪邦）
 - 若接到马航的指示，即刻投入任务
 - 以CareGiver为主
- ON CALL-60pax人
 - Stand by mode
随时候命，接到CRSM行动室的电话，1小时内可以抵达需要执行任务的地点
 - CareGiver及翻译员为主
- Support-750pax人
 - Support group
来自全国各地的热心人士希望加入志工行列
 - 透过SMS登记报名（姓名，联络，地区）
 - 如有任务将透过SMS通知



Main Task

- Caregiving (NOK)
- Media Support
- Emotional Support (NOK)
- Crucial data gathering
- Goal: NOK Return Home with peace



Secondary Role

- Assistive role - Relevant Governmental agencies and international bodies
- Reduce cultural frictions
- Means of communication (Govt/Mas – NOK)



Communication/Organization

- Apps: Whatsapp/Wechat
- Task/Location based team
- Daily briefing/Meetings
- Timetabling
- Workforce distribution according to expertise



Volunteers Recruitment

- Existing pool of volunteers
- Panel of experts
- Social Media
- Word of mouth
- CRSM/MCA nationwide network



Assistance/Resources

- Malaysian Chinese Association
- Malaysian Government
- China overseas student body
- Philanthropic Individuals
- Malaysian Airlines

