

## **Standard Chartered Bank Volunteering**

### **Right to Sight Cameroon**

Throughout Right to Sight's programme at ACHA Douala Eye Hospital in Douala, Cameroon, we have tried to involve the local Standard Chartered Bank employees to give them an understanding of the enormous impact Standard Chartered Bank's Seeing is Believing investment is having on the local population in Cameroon. Following a number of volunteering opportunities at the hospital for World Sight Day and World Glaucoma Week we were asked by the local branch to allow the bank employees an opportunity to be involved in the hospital's outreach programme. The employees were interested in seeing the impact this programme had on the poorest and most remote communities.

On two separate occasions, a team of bank employees joined the outreach staff on a day long outreach camp to a remote village. The bank employees registered patients, took visual acuity, observed patients being consulted by the outreach team, engaged in patient counselling and dispensed medication. This involvement enabled the employees to see first-hand the difficulties faced by those who were visually impaired, the importance of eye care education in these communities to ensure that people are aware of the treatment options available and most importantly the joy that can be brought to a patient by restoring their sight. Bank employees were able to hear individual patient stories and understand the enormous difference that restored sight could bring to their lives.

The feedback from both the bank employees and the outreach team was extremely positive. The presence of the bank employees allowed the outreach team to see their work through fresh eyes and gave them great pride in what they were doing. The bank employee's participation gave them a sense of ownership of the programme and also a sense of pride in what they had contributed to.

### **Brian Holden Vision Institute Sri Lanka: SCB Volunteering and Project Engagement**

At times large scale projects spanning over several years, tend to experience gaps in communication and engagement between funders and project implementing partners. The situation becomes frustrating when "neither is aware of the others business".

However, in the Sri Lankan context the past 12 months enabled several opportunities for SCB volunteering and project engagement under the SiB Phase IV – Urban Comprehensive Eye Care Project. In January, a group of SCB Volunteers at the Colombo Head Office facilitated a one day workshop for all project staff of the above program.

The volunteers' covered topics on sustainability, branding, customer care and basic accounting which enriched the knowledge and skills of the project team. For most project staff it was a first time experience to participate at a workshop conducted in the corporate environment. Based on popular request as this type of activity is seen as value addition to the project, a similar workshop is to be held early next year at the bank premises.

In February, a team of about 15 representatives from the SCB regional and local office visited the SCB funded optical workshop at the National Eye Hospital, Colombo, and met with the Hospital Director Dr Sisira Liyanage and Dr P G Mahipala, Director General Health Services, Ministry of Healthcare and Nutrition to discuss the project. The optical workshop based at the National Eye Hospital, Colombo was officially handed over in August 2013 to the Ministry of Healthcare and Nutrition in a simple event which acknowledged all project and government stakeholders. SCB

representatives including the “Country Champion for the Seeing is Believing Program, Ms Chaya Jayawardene” participated in the event and presented tokens of appreciation to the participants.

In September the College of Ophthalmologists of Sri Lanka, held their 22nd Annual Scientific Sessions in Colombo. They had organised trade stalls that would serve both a commercial and eye health awareness component. The Brien Holden Vision Institute won the prize for “Best Trade Stall” as the stall was informative and educational. SCB representatives visited the stall to show their support for the work been carried out by the Institute.

Further in September, a meeting was facilitated by the Institute, to meet with Hon. Minister of Healthcare and Nutrition Mr Maithripala Sirisena, Mr Mathew Russel, SCB Head of Region for South and South East Asia and Ms Sanjeevani De Silva, SCB Head of Corporate Affairs, Sri Lanka to discuss contributions made by SCB under the SiB Urban Comprehensive Eye Care programme, and to explore potential future engagement under SiB Phase V. Overall, 2013 could be considered a successful year of SCB volunteering and engagement between funder and implementing partners in Sri Lanka.

### **Sightsavers Sri Lanka: What makes a good volunteering experience?**

Over the last four years, staff from Standard Chartered Bank have volunteered on Sightsavers Colombo Urban Comprehensive Eye Care project in Sri Lanka. This has had a positive impact on the project and has helped to raise awareness of eye health needs in the country. The Bank actively encourages its staff to volunteer and share their skills and many staff in Sri Lanka have supported with the school screening programmes in coordination with the School Health Office (SHO) in Colombo.

The SHO in Colombo receives Standard Chartered volunteers for daily screening camps and bi-monthly refraction camps. The Bank and the project office have already developed a system to coordinate the participation of Standard Chartered volunteers in the project activities. These volunteers have been able to provide great support to eye health staff by completing forms, bringing in children from classes and conducting vision tests using E-charts. Their continuous and active involvement has helped increase the number of children screened in the schools in the Colombo District throughout 2013. Over the years, Standard Chartered Bank volunteering has become more and more popular and well recognized by the SHO.

Standard Chartered staff have shown a keen interest in extending their volunteer support beyond school-level screening programmes and getting involved in community screening to ensure that their skills and time are fully utilized. Discussions took place between programme staff, Sightsavers and the Bank in July 2013 and it was agreed that volunteers would extend their support to community outreach programmes being conducted in urban slum areas. Volunteers now support these camps by registering community members, filling in forms and weighing and measuring the height of individuals who undergo the eye examinations.

This volunteer experience is not only providing a huge helping hand to the project in terms of serving beneficiaries, but also creating opportunities for Standard Chartered volunteers to gain knowledge about social conditions and eye health issues prevailing in the communities and schools in the Colombo District. Standard Chartered and Sightsavers staff, together with the Director of the SHO, met to discuss how the Bank volunteering scheme could provide technical assistance to develop a database to maintain information on students screened. The Bank has agreed to provide their volunteers on an on-going basis to log data generated by the school screening programme and this will support the programmes on-going monitoring and evaluation activities.

### **Sightsavers Mumbai: What makes a good volunteering experience – for both Standard Chartered volunteers and project partners?**

Sightsavers launched the Mumbai Eye Care Campaign in 2009. The main goal of this project is to contribute to the reduction of avoidable blindness in Mumbai by 2014 by specifically targeting the growing problem of uncorrected refractive error.

Since the inception of the project, staff from Standard Chartered have actively volunteered in the projects' day-to-day activities including conducting eye screenings, preparing case studies, creating a photo bank for the project, providing assistance in planning and implementing events such as World Sight Day. Volunteering activities have paved way for Bank staff to witness and directly get involved in providing primary eye care services to the people in the community, for which they are contributing a part of their salary, and above all understand how their time and effort is enabling them to change the lives of people in need. These activities have not only motivated the Bank staff to stay involved with the project but have also helped the project partners in implementing the project. Additional human resources go a long way in supporting activities such as screening in the community as there is a high attrition of health workers in Mumbai.

In 2012, a team of twenty staff from the Legal and Compliance department at the Mumbai office volunteered at the MECC Sanmitra Trust Vision Centre at Malad. As part of the volunteering activity, the bank volunteers went into the community and conducted first level eye screening and referred more than 50 patients to the vision centre on a single day. In addition, volunteers interacted with beneficiaries at the community and at the centre and helped develop case studies.

### **Sightsavers Pakistan: Standard Chartered Employee Volunteering**

Sightsavers is working in Pakistan to prevent and control avoidable blindness amongst marginalized school children of urban slums, with the support of Seeing is Believing. Standard Chartered volunteers are invited to participate in project activities at the school level in Sindh and Punjab provinces of Pakistan. The purpose behind such activities is to raise awareness of eye health issues prevailing in Pakistan and the contribution of Standard Chartered in prevention and control of blindness in the country.

In 2013, five such volunteering sessions were organized at different locations in Karachi and Lahore. Standard Chartered volunteers undertook vision screening training and orientation on common eye health issues by community Ophthalmologists. Trained volunteers screened more than 600 school children from urban slums and more than 100 members of Standard Chartered families were also screened. Some children with vision problems were referred to the relevant tertiary centres for further check-ups where others with refractive error were provided with spectacles.

This was a great opportunity for Bank staff and marginalized school children to engage in outdoor events and have fun, in addition to screening. Combining all activities, the whole event was informative, successful and praised by the participants. Children were very happy and one child said, "I wish to be like these people from the Bank and I will do hard work to achieve this". Volunteering activities enhanced awareness and knowledge of preventable blindness. Standard Chartered local staff are on board and are engaged with the tremendous contribution that their organization has been making to improve eye care in the country.

### **Fred Hollows Foundation Vietnam: ‘what makes a good volunteering experience – for both SCB volunteers and project partners’**

Volunteering is a meaningful activity. Benefits came to every volunteer of SCB and every event left us with unforgettable experiences. With dedication, FHF, Ho Chi Minh (HCM) Eye Hospital and SCB staff greatly contributed into many volunteering events. One of the most successful ones was the screening at the Future Specialised School in HCM City.

When we first contacted the school and were told about the health condition of 400 children, we immediately came up with idea of free eye screening. Helping the children here to study and communicate was such a tough mission. Most of them are suffering from Down syndrome and mental illness. Their parents are too occupied by those problems that they could never think about eye check-up for their children.

There were 15 SCB staff joined the screening. While some of them provided active support to the screening, the others engaged in teaching and talking with the children while waiting for eye check.

This is the first time that children here received such a comprehensive eye examination. The teachers here were also very honoured to receive the CEOs of SCB South Korea and SCB Viet Nam to the screening. When the children received gifts from the donors, they tried so hard to say small words like “Cam on – Thank you”.

Thanks to the event, we understand more about the mission of the SiB program and highly appreciate the goodwill of SCB towards community. FHF and our partners of SiB Phase V are encouraged to organise more similar screenings at social sponsor centres. We want to invest more for the vulnerable people so that they could get the same eye care service like others.

### **Helen Keller International Indonesia: Partnering with Standard Chartered Bank Staff to Improve Eye Health in Indonesia**

Helen Keller International and Standard Chartered Bank partnered together in 2013 in Jakarta and Surabaya for improving the eye health of project beneficiaries. HKI and SCB’s Indonesia office communicate frequently in advance of the volunteer events to ensure that the volunteers are well organized and sensitized for their expected duties.

When SCB volunteers come to a school covered by the SCB-funded HKI ChildSight program, the SCB volunteers check the visual acuity of those students with newly distributed eyeglasses to ensure that the eyeglasses provided are appropriate. In addition, SCB volunteers educate students on the importance of notifying the health unit at the school in case the student feels that they have an eye health problem.

In Jakarta, 428 SCB volunteers came to six events including the celebration to note SCB’s 150th Anniversary for activities in Indonesia. In Surabaya, 65 SCB volunteers worked together with HKI’s staff and the local partners at events at a school, the children’s eye care clinic at a secondary level specialty eye hospital, and in the community. SCB volunteers sped up the process of eyeglasses distribution at the schools. Normally, if only the HKI team is involved, distributing eyeglasses to all of the identified students can take up to three days per school. When SCB volunteers are involved, we can distribute the eyeglasses within one day.

SCB volunteers also are active in World Sight Day events. On 24 October, 2013, 25 SCB volunteers joined a community eye health screening activity at a primary health center in Surabaya. Together with HKI staff, the SCB volunteers screened 116 children, distributed 30 eyeglasses, and educated



parents. Sally Crook, the Programme Manager from the International Agency for the Prevention of Blindness, and Stefan Chojnicki, SCB's Sustainability Coordinator, also attended the World Sight Day event alongside representatives from SCB Indonesia, HKI, and the local government.