

prisonnews

AUGUST ISSUE 2022
CAPTAINS OF LIVES
REHAB • RENEW • RESTART

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TOGETHER: TRANSFORMING CORRECTIONS, UPLIFTING LIVES

MAIN FEATURE

COVID-19 safe management measures were adhered to. Some photos in this issue were taken prior to COVID-19.



SINGAPORE PRISON SERVICE

TO SIR,

WITH GRATITUDE.

A LETTER FROM EX-LOANSHARK
TURNED CALL CENTRE AGENT.



Dear Sir,
I am truly grateful to you for believing in me when no one else did. You have really made an impact on my life. My greatest joy is reconnecting with my family and I am now doing my very best at work. Thank you very much Sir!

Yours sincerely,
Jack



www.sps.gov.sg/career

BE A CAPTAIN OF LIVES TODAY.
MAKE A REAL IMPACT THAT CHANGES LIVES.

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EDITOR'S NOTE

Dear Readers

It has been an exciting few months as the Singapore Prison Service (SPS) and Yellow Ribbon Singapore (YRSG) held our annual **SPS-YRSG Corporate Advance 2022** in person after two years. With high spirits and smiles aplenty, it was heartening to see staff, community partners, and volunteers gathering again for a good and common cause – promoting second chances. The event also saw the official **unveiling of the SPS Heritage Gallery**, located at the SPS Headquarters.

You may also notice a couple of new segments in the magazine, notably 'From Passion to Action'. To enhance the network of support for inmates and ex-offenders in their desistance journey, SPS expanded its work with community partners and volunteers in the community. This segment will pay tribute to those who have lent helping hands in the rehabilitation and reintegration of inmates and ex-offenders. In this issue, we also learn about the journey of an ISCOS Titan, Mr Mohammad Sufian Bin Mohd Noor, and how he pays it forward to help others using his experience and provide a listening ear.

Starting from this issue, we have also included mini trivia quizzes to test your knowledge of SPS and pledge your commitment towards second chances. Do submit your answers to our **crossword puzzle** and stand a chance to win exclusive SPS collaterals! (Hint: The answers can be found from the articles in the issue.)

I will leave you to read the rest of the articles, which our team of reporters have taken much effort to curate for your reading pleasure.

Thank you for reading this issue of Prison News.

Chen Shuyi
Editor, Prison News

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Together: TRANSFORMING CORRECTIONS, UPLIFTING LIVES

Reported by
RO2 Aaron Tan and MX12 Abigail Lee

Held on 17 June 2022, the annual SPS-YRSG Corporate Advance highlighted the achievements and workplan initiatives of the Singapore Prison Service (SPS) and Yellow Ribbon Singapore (YRSG), as well as the launching of Friends of Yellow Ribbon Singapore and the SPS Heritage Gallery. Read on to find out on the highlights of the event!

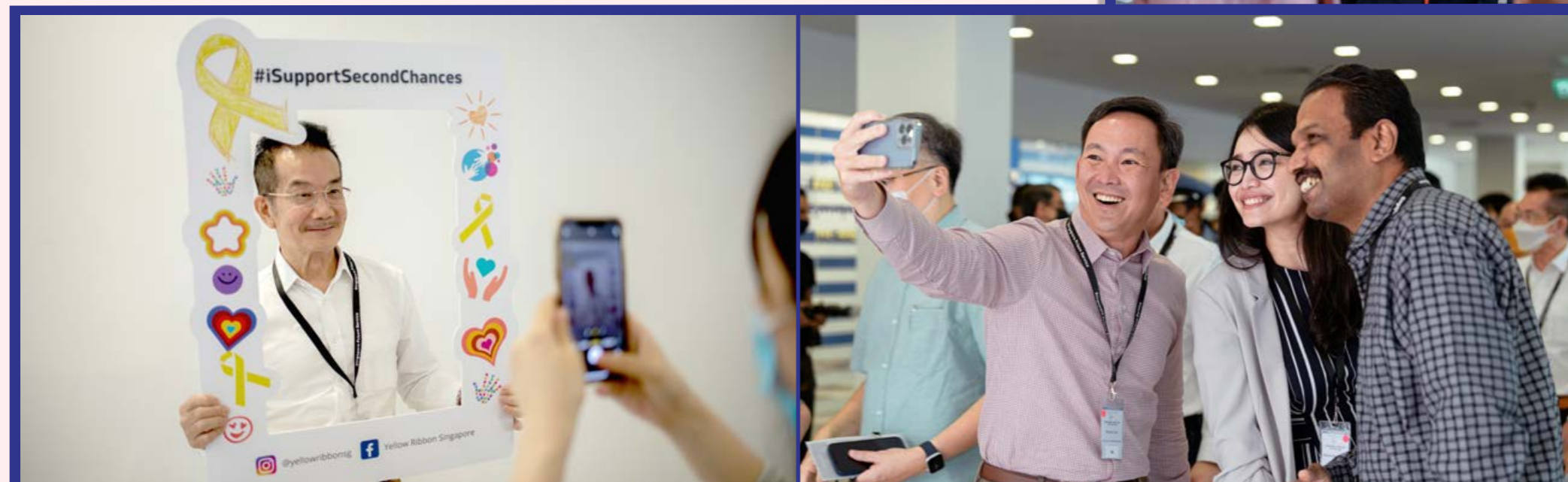
After two years, the annual SPS-YRSG Corporate Advance 2022 was finally back in a hybrid format. Themed 'Together – Transforming Corrections, Uplifting Lives', the event brought together over 400 SPS and YRSG staff, community partners and volunteers, instrumental in journeying with inmates and ex-offenders on their paths of rehabilitation and reintegration.

Graced by Guest-of-Honour, Associate Professor Muhammad Faishal Ibrahim, Minister of State, Ministry of Home Affairs and Ministry of National Development, SPS-YRSG Corporate Advance 2022 also marked the launch of the Friends of Yellow Ribbon Singapore and the unveiling of the SPS Heritage Gallery.



PASSING ALONG A HIGH-FIVE: The Friends of Yellow Ribbon Singapore initiative was launched to bring together a range of stakeholders in support of the Yellow Ribbon cause.

WALKING THROUGH HISTORY: Associate Professor Muhammad Faishal Ibrahim and Commissioner of Prisons Ms Shie Yong Lee touring the SPS Heritage Gallery.



SMILES ABUNDANT, SPIRITS HIGH: Community partners and volunteers re-connected in person at the annual SPS-YRSG Corporate Advance event after two years.

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DID YOU KNOW?

Other than using video conferencing for rehabilitation classes, SPS also leveraged technology for court sessions and tele-consultations for selected medical cases. This minimises the risk of COVID-19 transmission in prisons and keep prisons safe for both staff and inmates.

RESILIENCE IN THE FACE OF ADVERSITY, OVERCOMING NEW CHALLENGES

Associate Professor Muhammad Faishal Ibrahim affirmed the work done by SPS, YRSG, community partners and volunteers in reducing the two-year recidivism rate. He encouraged everyone to come on board and join hands in our next challenge – to improve the five-year recidivism rate and reduce longer-term re-offending.

Commissioner of Prisons, Ms Shie Yong Lee, emphasised the importance of partnership and community support, and thanked the community partners and volunteers present for their continued support. She also commended the resilience that prison staff had shown in the face of COVID-19 and highlighted some of the achievements by SPS and YRSG in the past year, such as the utilising technology to ensure continuity of rehabilitation programmes in prisons, as well as the expansion in the range of skills training provided under YRSG's TAP & Grow initiative.

TAP AND GROW

Under the Train and Place (TAP) and Grow initiative, YRSG works with employers, training institutions, and community partners to set up training academies inside prisons.



Click or scan the QR code to learn about SPS' and YRSG' achievements in 2021!



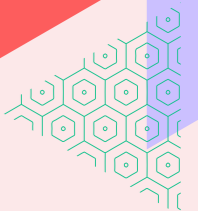
“To reduce the five-year recidivism rate, it is vital that we build a strong ecosystem of pro-social support to help ex-offenders to stay away from their old ways. This requires strong support from community partners.”

Associate Professor Muhammad Faishal Ibrahim
Minister of State,
Ministry of Home Affairs and
Ministry of National Development, during his keynote speech



“Our work is complex and challenging, but we have passionate, competent Captains of Lives and partners aligned to a common vision. Together, we can transform corrections and uplift lives; impacting not only the individual, but also their families, society, and beyond.”

Ms Shie Yong Lee
Commissioner of Prisons, in her welcome speech



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THE OUTSTANDING CAPTAINS OF LIVES (OCOL)

We also celebrated the achievements of seven SPS officers who received the prestigious OCOL Award from the Guest-of-Honour. They exemplified SPS' shared values of Synergy, Vigilance, Integrity and Care in their work and made a lasting impact not only among their colleagues, but also in the transformational journeys of inmates and ex-offenders.



(From left to right)
 Top Row: CW1 Nurhida Binte Buang,
 DSP1 Keonz Quek Yong Qiang,
 Second Row: RO1 Lim Hwee Tien,
 DSP1 Lynette Hu
 Third Row: CW2 Noor Azhar Bin Mohamed,
 CW2 Umamparen S/O Subramaniam
 Last Row: RO1 William Yeo Chin Boon

CREST AWARD

Institution A3 clinched our first CREST Award this year. The CREST Award is a new award introduced this year to give recognition to the most improved unit. As a CREST is the highest point of a mountain, it signifies the stellar performance displayed by the winning unit. This award aims to motivate and encourage excellence and facilitate sharing of best practices with the various institutions.

Congratulations to officers from Institution A3!



SUPT1A Koh Zhi Mian receiving the CREST Award on behalf of Institution A3.

BE A FRIEND OF YELLOW RIBBON SINGAPORE!

Multiple stakeholders work together to support the rehabilitation and reintegration journey of inmates and ex-offenders. Friends of YRSG is a chat group that aims to bring together stakeholders and like-minded individuals to connect and inspire one another as advocates of second chances to build a more inclusive and cohesive Singapore.

To show your support, you can join the Friends of YRSG Telegram channel to stay updated with the latest news, volunteering opportunities, events and more. Simply scan the QR code to join!



Through the Eras: SPS HERITAGE GALLERY

Reported by
Reported by RO2 Cythia Lim and RO2 Hariram Thanasegara Rajah

Did you know that SPS was instituted as a government agency in 1946? Officially unveiled at the SPS-YRSG Corporate Advance 2022, the SPS Heritage Gallery showcases the rich history of prisons since the 1800s.

For more than 75 years, SPS has evolved from being a custodial organisation to a leading correctional agency today.

Divided into four zones, the SPS Heritage Gallery gives a fascinating view into the unique history and transformation of SPS over the past decades. The Heritage Gallery also showcases the efforts by the Community Action for the Rehabilitation of Ex-offenders (CARE) Network in rallying the community to support and advocate for second chances for ex-offenders through the Yellow Ribbon Project initiatives.

PRISONS FROM 1800s TO 1900s

Through the display of vintage prison items and rare photos since the 1800s, one can learn the difference in prison management under the British Administration and during the Japanese occupation, appointment of the first local Director of Prisons, and SPS' direction to improve the skills and capabilities of prison officers.

ZONE 1

THE MAKING OF CAPTAINS OF LIVES

Key milestones in SPS history are presented, where prison officers' roles evolved from custodians to Captains of Lives. There are also quotes from officers across the eras to share the transformation of SPS over time and the impact of their work on the recidivism rate. The work of SPS extends beyond prisons with the expansion of community corrections.

ZONE 2

RESPONDING TO PRISON CONTINGENCIES

This zone showcases the operational readiness of SPS when managing prison contingencies. In addition to equipping prison officers with the relevant tactical skills and equipment, SPS also has an elite taskforce, the Singapore Prisons Emergency Response (SPEAR) Force, to manage major incidents in prisons. The Prison Negotiation Unit (PNU) was also set up to manage a hostage situation in prison.

ZONE 3

A SAFE AND SECURE SINGAPORE: COLLECTIVE EFFORTS, AN INCLUSIVE SOCIETY

This zone details the efforts and initiatives of the CARE Network, which includes the Yellow Ribbon Project (YRP) initiatives. The YRP has been replicated in other countries such as Fiji and the Czech Republic.

ZONE 4

DID YOU KNOW?



Prison officers were previously known as 'keepers of keys', reflecting their primary role in ensuring security and safe custody of prisoners. Today, they are better known as Captains of Lives, enforcing the secure custody of inmates, as well as rehabilitating them to prevent re-offending.

Check out the photos below and take a walk through the gallery!



Associate Professor Muhammad Faishal Ibrahim officially launched the SPS Heritage Gallery.



Officers dressed in uniforms from the 1950s, 1960s, 1990s and 2000s.



Associate Professor Muhammad Faishal Ibrahim on a tour at the SPS Heritage Gallery, led by retired officer Mr David Simon (second from left) as the docent.



Associate Professor Muhammad Faishal Ibrahim (fifth from right) takes a photo with the docent and presenters in front of the Changi Prison Bell. The bell was installed at the Changi Prison Clock Tower in 1936.



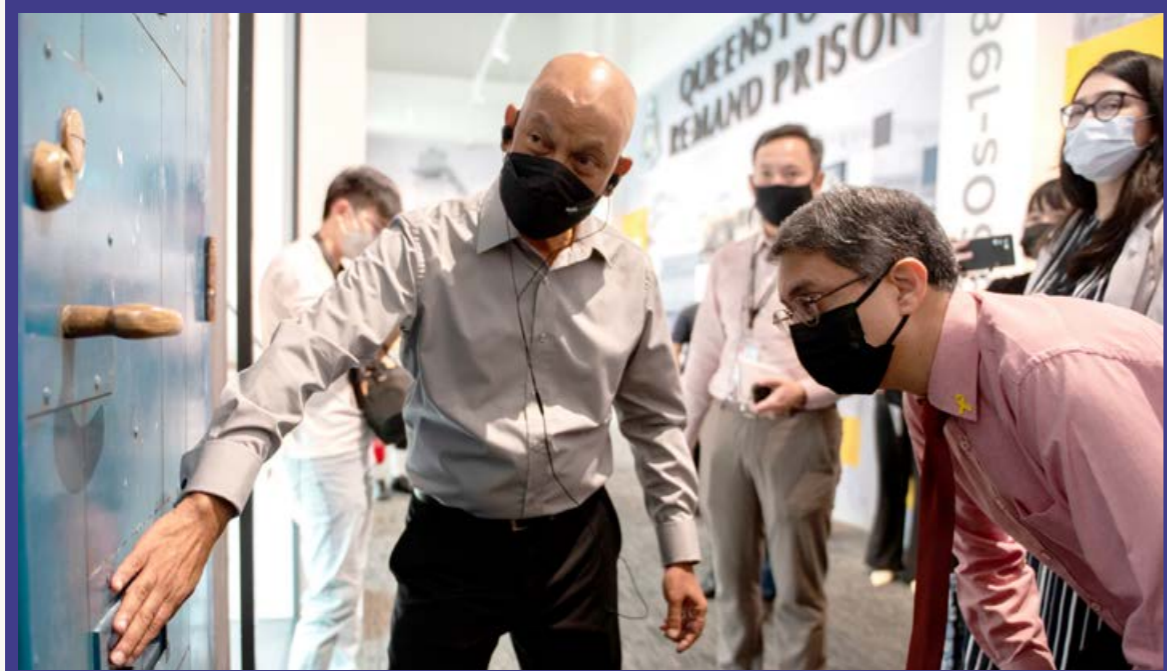
A SPEAR officer in full tactical gear shared how the Singapore Prisons Emergency Response (SPEAR) Force responds to major prison disturbances and contingencies when activated.



The curved gate was used in Outram Prison to allow prison officers to have better supervision of prisoners in the cells by reducing blind spots.

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A chat with Mr David Simon Retnam, a retired Prison Officer and docent at the event



SHARING HIS WEALTH OF EXPERIENCES: Mr David Simon Retnam leading the tour through the SPS Heritage Gallery. He joined SPS in 1984 and was in service for 37 years before retiring in 2021.

Over the period of his service in SPS, Mr David Simon Retnam held many posts across registry, audit, logistics and ground operations in Changi Prison and Queenstown Remand Prison.

Having witnessed the transformation of SPS across three decades, Mr David Retnam shared his thoughts on this journey and being appointed as a docent for the launch of the SPS Heritage Gallery.

Q1 HOW DO YOU FEEL BEING APPOINTED AS A DOCENT?

I feel honoured. Seeing the artefacts – huge keys, padlocks and gong – they definitely brought back a lot of memories! These were equipment essential to our daily operations. The sounding of the gong was a daily routine for me back then – it signified the start of the day.

Q2 HOW DO YOU FORESEE SPS IN THE FUTURE?

SPS had come a long way since its beginnings. The growth of SPS is beyond my imagination. In the past, we were known as custodial officers, where our main role was the safe custody of inmates. Now, officers play a much bigger role than that. We have moved forward and today; prison officers put on many caps and are known as 'Captains of Lives'. It is challenging, but seeing the success stories of ex-offenders make it all worthwhile.

Q3 SHARE SOME MEMORABLE INCIDENCES YOU FACED AS A PRISON OFFICER

The best takeaway would be the times when I bumped into ex-offenders on the streets, and they came to me and say, "Thank you, Sir. You turned my life around". Simple, yet it meant a lot. These are the intangible benefits that show me how much we have played a part in their rehabilitation journey.



SIGNIFYING A NEW DAY: Mr David Simon Retnam sharing the history of the metal gong. The gong was used by prison officers in the past to alert inmates to get ready for headcount checks, also known as "muster checks", or to gather them during prison contingencies.

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THANK YOU!

SPS' transformation is made possible due to the commitment of Captains of Lives, past and present, together with passionate community partners and volunteers who have supported the inmates and ex-offenders to desist from crime and drugs, for a safer Singapore.

OF AN INSTITUTION CONTROL OFFICER

Reported by
RO2 Kong De Ren



SGT3 KENNETH YANG

Institution Control Centre,
Institution B4

For those who have seen the latest SPS video series 'Eighteen Steps', SGT3 Kenneth Yang may be a familiar face. He was one of the lead actors of the 'Steps' video series, which showcased aspects of our Captains of Lives' (COLs) work to support the rehabilitation and reintegration of inmates. Let's find out more about SGT3 Kenneth Yang and his role as an Institution Control Centre (ICC) Officer in Institution B4.

DESCRIBE YOUR DAILY WORK AS AN ICC OFFICER

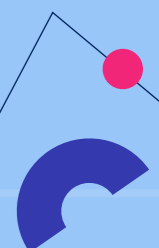
As the Second-in-Charge (2IC) in ICC, I work closely with the Officer-in-Charge (OC) of ICC, the console officers who oversee and control the security system in the institution, as well as our partners. Together with OC ICC, we ensure that the operational demands are met daily, be it during peacetime or contingencies. We also work closely with our division to manage matters related to staff training and issues pertaining to our operations and security.

At times, I perform console duties, which include the management of inmate movement in and out of Institution B4. My team is also responsible for the overall security of Institution B4, where we ensure that there are no unauthorised inmate or staff movements within or beyond the institution.



LEAVING NO STONES UNTURNED: Part of SGT3 Kenneth Yang's job scope also includes performing security checks on the staff's equipment.

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WHAT ARE THE CHALLENGES YOU FACE AS AN ICC OFFICER AND HOW DO YOU OVERCOME THEM?

No two days are the same in the ICC. Situations are always dynamic as we oversee the operations in the institution. There can also be a vast number of personnel coming in and out of Institution B4 – be it for interviews, volunteer works, training or visitations. As ICC operators, we must be vigilant that only approved personnel are allowed entry into or leave Institution B4 so as to ensure the security of the institution and secure custody of inmates. We are the first and last line of security for the institution and our role is key as we oversee the activities and happenings in the entire institution.



VIGILANCE IS KEY: SGT3 Kenneth Yang processing a visitor before entering the institution.

WHAT KEEPS YOU GOING?

My wonderful teammates whom I can always count on! When times are tough, I am motivated to press on, knowing that they will always have my back. I would like to take this opportunity to thank my colleagues in ICC for their guidance, encouragement, and support at work.

I also believe in setting goals and working towards them. This gives me the direction and motivation to work towards what I want to accomplish, be it in my job or personal life!

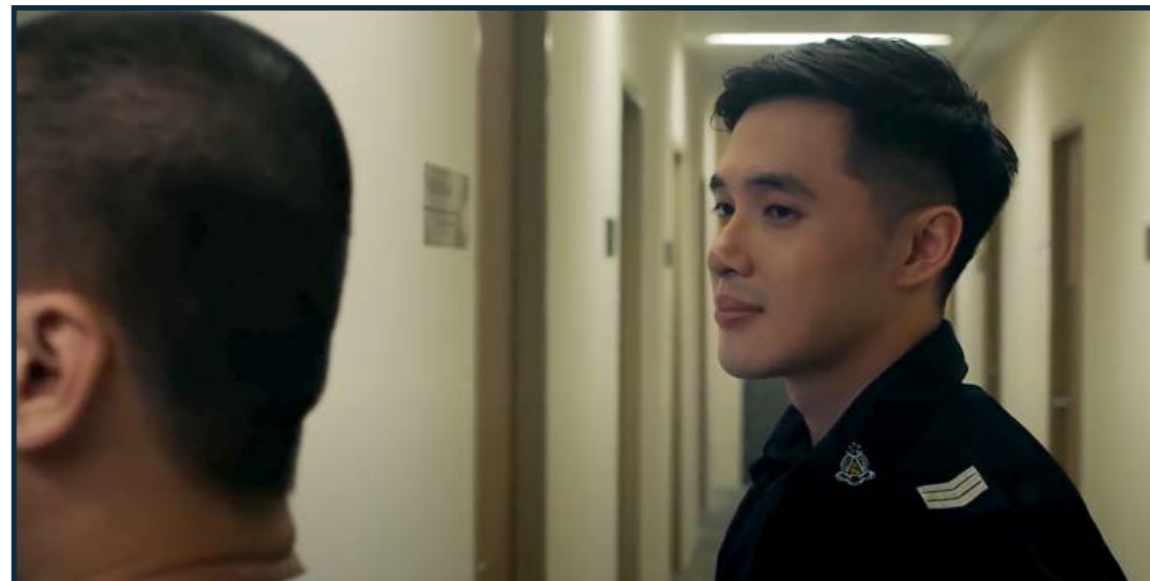


TEAMWORK MAKES THE DREAM WORKS: SGT3 Kenneth Yang (first from left) in an ICC bonding session with his colleagues.

HOW DO YOU FEEL ABOUT BEING FEATURED IN THE SPS BRAND FILM 'EIGHTEEN STEPS', AS WELL AS IN THE RECRUITMENT POSTER FOR PRISON OFFICERS?

I am honoured to be an ambassador of SPS in both the three-part video series, as well as our career poster campaign. This is a once-in-a-lifetime opportunity which I will always be proud of, and I am glad I took up the challenge (and responsibility) of representing SPS. I have been getting a lot of attention from my friends for being a 'poster boy', but I take all these in stride and strive to remain humble.

I would encourage you to watch 'Eighteen Steps' and its follow-up series, 'Step Forward' and 'In His Footsteps' if you have not! It showcases our work as Captains of Lives, illustrating the personal growth of the officers and how the inmates' lives can be changed for the better through our work. As Captains of Lives, we create the ripple effect of positive impacts on their families and the community at large.



INSPIRING AT EVERY CHANCE: SGT3 Kenneth Yang in a scene from "Eighteen Steps", where he guides an inmate through difficult times during the latter's rehabilitation journey.



Watch the **three-part series of the SPS brand film** by scanning or clicking on the QR code!

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Singapore Prison Service
April 8, 2022

Behind the Scenes of Inside Maximum Security

Curious to find out how the featured inmates in the four-part series 'Inside Maximum Security' are doing now? Check out the behind-the-scenes of the making of this documentary by CNA Insider and a quick update on these inmates!



Singapore Prison Service
May 12, 2022

Graduation of New Prison Officers

On 6 May 2022, SPS welcomed 32 Prison Officers who had successfully completed their training at the Singapore Prison Training Institution. Check out the post to find out more about the graduates' thoughts!



Singapore Prison Service
June 1, 2022

Enhancing Operational Effectiveness and Efficiency with Robotic Process Automation (RPA)!


Did you know that SPS leverages technology, such as the RPA? This allows Captains of Lives to have more time to engage inmates purposefully in their rehabilitation to prevent re-offending, for a safer Singapore.



Singapore Prison Service
April 29, 2022

Congratulations to Our Graduates!

On 27 April 2022, the inaugural batch of 17 inmates graduated from the TAP (Train and Place) & Grow – Precision Engineering Training Programme! Click on the post to find out more and share your comments in congratulating them for their achievements!



WHAT'S THE BUZZ?

Reported by ASP1 Chen Shuyi

GET UP TO DATE WITH OUR CAPTAINS OF LIVES!

CLICK ON THE POSTS TO FIND OUT MORE!

Singapore Prison Service
May 10, 2022

The Board of Visiting Justices (BOVJs)

The members of BOVJs conduct random inspections within prison institutions regularly, ensuring that inmates have an independent party to provide feedback on any matters related to their well-being. Watch the video to find out more!


The Board of Visiting Justices (BOVJs)



Singapore Prison Service
July 12, 2022

Throughcare Volunteer Framework

Did you know that Singapore Prison Service had partnered with the Muneeswaran Community Services (MCS) to provide befriending services to newly released inmates under the Throughcare Volunteer Framework? Check out the post to hear more from Ms B Thanabavany's experience as a MCS befriender!



Singapore Prison Service
August 7, 2022

Follow Singapore Prison Service on TikTok!

Want to find more out about the work of Captains of Lives behind prison walls, and how they ensure secure custody of inmates and rehabilitate them? Follow Singapore Prison Service on TikTok (@singaporeprisonservice) today!

Follow our Captains of Lives, now on TikTok



Each issue, we select trending posts from our @SingaporePrisonService social media accounts to provide a peek at what our Captains of Lives are up to. #ICYMI

Follow us! @SingaporePrisonService



SUPT1A KOH ZHI MIAN

Superintendent,
Institution A3

Reported by
RO2 Chung Yu Xuan



As the Superintendent of Institution A3, SUPT1A Koh Zhi Mian is leading about 80 staff to manage 500 inmates. Together with her team of staff, she ensures the smooth operations of her institution by enforcing secure custody of inmates and rehabilitating them to become responsible citizens, for a safer Singapore. Prison News sat down with her to find out her passion as a Captain of Lives (COL), and what leadership means to her.

Q1 WHAT INSPIRED YOU TO COME ON BOARD AS A CAPTAIN OF LIVES?

I have always wanted to be in a helping profession, and have a career that allows me to interact with different people. While I was looking through a Home Team feature, I came across a sharing by a prison officer and was inspired by his work as a Captain of Lives. As such, I decided to embark on this meaningful journey.

Q2 TELL US MORE ABOUT YOUR WORK AS A SUPERINTENDENT OF INSTITUTION A3

I would say that the work as Superintendent A3 has been very dynamic, with the myriad of changes. For instance, there was a need to be agile and adjust to the different and ever changing COVID-19 measures to prevent transmission in the prisons in view of our dense environment.

Besides managing staff and inmate sentiments due to the implementation of different COVID-19 measures, I also had to ensure that workshops continue to operate though it was tough during the peak of the COVID-19 pandemic. It was also essential that I work closely with external stakeholders like our volunteers, partners and workshop operators to ensure mutual understanding.

I also engage the inmates and hear their feedback to ensure their well-being are taken care of. By treating them in a



BRIDGING STAFF AND INMATES: SUPT1A Koh Zhi Mian making her rounds at a Correctional Unit.

firm but fair manner, it helps to promote rapport between prison staff and inmates.

Q3 WHAT IS LEADERSHIP TO YOU?

Leadership for me is about trust and empowerment – I believe in giving my officers space to operate and excel. I also practise the “open door” policy where I keep an open channel of communication between myself and my officers. Officers in Institution A3 can drop by my office, message me, or even contact me directly over the phone. By listening to the feedback from my officers, I can see issues from different perspectives, which allow me to navigate and make better decisions.

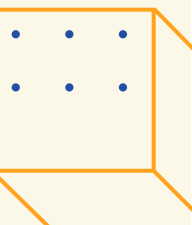
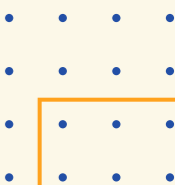
I often give my officers the liberty to try out new initiatives or ideas that they wish to implement so that we can grow together as a team. I am a firm believer that new ideas and insights are paramount for both the officers’ and the organisation’s growth.

I have been very fortunate that I had many good leaders guiding and nurturing me along the way, who provided many coaching moments that helped me appreciate the bigger picture of things. Through these postings, I have acquired some values that I have brought along with me as a Superintendent.



OPEN DOOR POLICY: SUPT1A Koh Zhi Mian always welcomes feedback from staff and empowers them to take on new challenges to grow as a team.

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Humility Is Also An Important Quality To Possess As A Leader. This Helps In Remaining Grounded As It Is Important To Have Empathy Towards The Different People That We Encounter In Our Daily Work. We Must Always Hear To Listen And Seek To Understand.



Q4 WHAT IS THE MOST MEMORABLE MOMENT YOU HAD LEADING YOUR TEAM IN INSTITUTION A3?

Shortly after I was posted to Institution A3, we worked in a split team arrangement as part of business continuity plans given the COVID-19 situation. This meant we were unable to see many of our colleagues, and for myself, it was especially tough as I was still new to the institution.

However, this also brought about many heart-warming and memorable moments as I received very strong support from the A3 staff around me. I saw the tenacity, resilience, and commitment of our officers - how they did not shun away from work even with the increase in COVID-19 cases during the peak of the pandemic. Even for those who had to be away for various reasons, they continued to contribute and support from their homes through their own ways. It was truly heartening. I was also extremely encouraged by the strong morale amongst the operational team even with the constant change in operating conditions and the gruelling work they had to endure,

such as running daily operations while donning the Personal Protective Equipment (PPE).

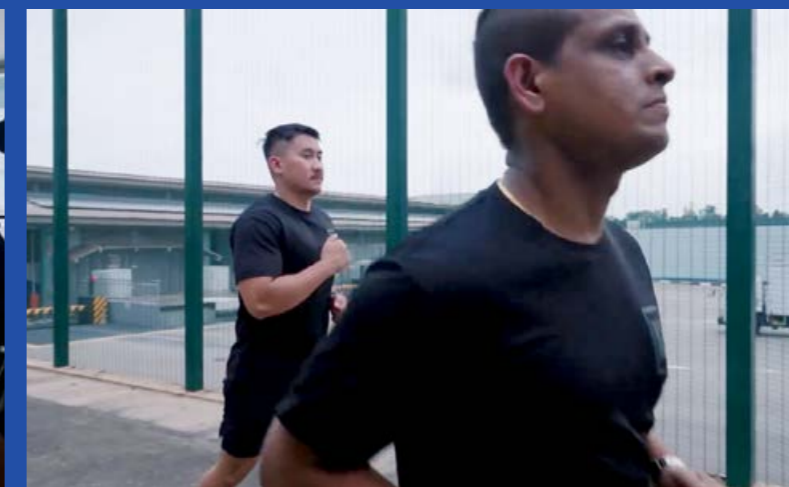
With the strong support from all the A3 staff, we have managed to weather the challenges presented to us, and this strong teamwork strengthened Institution A3 as a whole – culminating in the winning of the CREST award.



STRONGER THAN EVER: SUPT1A Koh Zhi Mian is encouraged by the strong teamwork and resilience displayed by staff in Institution A3 during the COVID-19 pandemic.

WHAT IS THE CREST AWARD?

The CREST is the highest point of a mountain, thus representing the peak of the performance and the prominence of the award. The aim of the award is to motivate and encourage excellence, reward good work, and facilitate sharing of best practices from the winner. Institution A3, led by SUPT1A Koh Zhi Mian, is the inaugural winner of the award. Congratulations, Institution A3!



OUR REFLECTIONS

Featuring the Outstanding Captains of Lives (OCOLs)

Reported by
RO2 Zelig Leong

The Outstanding Captain of Lives (OCOL) award is a prestigious annual award to recognise staff who have been exemplary role models at work, especially in these unprecedented times. This year, seven of our COLs were presented the OCOL award by Associate Professor Muhammad Faishal Ibrahim, Minister of State, Ministry of Home Affairs and Ministry of National Development. Prison News sat down with them for a reflection session and found out what motivates them to consistently give their best as COLs.

What motivates me...?



“ The Singapore Prison Service has provided me many opportunities to learn and progress professionally all these years and I am very grateful for that. Our core values – Synergy, Vigilance, Integrity and Care (SVIC) resonate with me, and that also motivates me to put in my best effort to perform my role as a Captain of Lives.

DSP1 Keonz Quek Yong Qiang
Senior Correctional Rehabilitation Specialist,
Psychological & Correctional Rehabilitation Division



“ The many unfortunate events which unfolded in the world recently made me feel extremely grateful and appreciative to be healthy, safe, and not to worry about what to eat later. Being appreciative is all the more a good reason to give my best at work.

DSP1 Lynette Hu
Staff Officer (Ops Planning & Development),
Cluster C



“ Having to work with great leaders and people in the Community Corrections Command is what motivates me in giving my 101% effort in my work. I am grateful to Senior Assistant Director (Staff Development), SUPT Cammy Teh, who is always there to give me guidance and support. She has helped develop me into a better person and a stronger Captain of Lives!

RO1 Lim Hwee Tien
Staff Officer (Staff Development),
Community Corrections Command



“ My family, leaders, and colleagues motivate me. They are my pillars of strength and give me the courage to battle obstacles in life. I'm grateful to the leaders who inspired me to achieve my very best and awesome colleagues who work well together!

CW2 Noor Azhar Bin Mohamed
Correctional Unit Officer, Cluster A

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“ Making a difference motivates me. Seeing inmates under my care putting in effort to change drives me to inspire them. Today, witnessing inmates’ family’s journey of acceptance spurs me to continue to do my best whenever I can, wherever I can. ”

CW1 Nurhida Binte Buang
Visit Centre Officer,
Operations & Security Command



“ As a Trans-Tech Sustainment officer, I assist and guide users in IT related matters. I feel very heartened and satisfied when fellow Captains of Lives are able to perform their work more efficiently with the technological devices and system support provided by the Singapore Prison Service. ”

CW2 Umaparen S/O Subramaniam
Trans-Tech Sustainment Officer,
Technology & Transformation Division



“ As a Captain of Lives, I see myself as a leader, mentor, and role model to my colleagues as well as inmates. I hope to be able to guide and show them that there is nothing too difficult to accomplish and there is always a solution to all things. ”

RO1 William Yeo Chin Boon
Officer-in-Charge of Institution Control Centre
(Institution B3), Cluster B



Watch the **OCOL award** video by scanning or clicking on the QR code!





PAYING IT FORWARD WITH AN OPEN HEART

Reported by
HTS12 Bleston Low

Walking into the interview room, 51-year-old, Mr Mohammad Sufian Bin Mohd Noor exuded a quiet sense of confidence, wearing a calm smile on his face as he removed his mask for the photoshoot.

It might be difficult to tell that Mr Sufian once had a complicated past, having spent most of his youths in incarceration due to multiple drug-related offences.

While Mr Sufian was in Prison School, his Personal Supervisor lit a spark under him by encouraging him to pursue his studies and make changes to his life. Mr Sufian later scored three distinctions in his N-Levels examinations.

Mr Sufian never looked back. This year, Mr Sufian has been a desistor for 10 years, and he had been supporting the Yellow Ribbon cause by paying it forward to help others in their rehabilitation and reintegration journeys throughout the years. Since 2020, Mr Sufian started his volunteer stint with the Industrial & Services Co-Operative Society Ltd (ISCOS) as a motivational speaker called ISCOS Titan, and he also presently works as a Peer Support Specialist in the Institute of Mental Health (IMH), where he counsels others who are recovering from addictions. He is also active in giving motivational talks through various platforms, such as prisons, schools, and other community platforms. Prison News sat down with Mr Sufian to find out more about his passion behind the volunteer work he does, and what motivates him to pay it forward.

DESISTOR

Someone who has not re-offended for a substantial period of time (e.g., more than two years) after release from prison.

ISCOS TITAN

An ISCOS initiative dedicated to members who had successfully reintegrated into society and would like to give back to society through multiple avenues, such as support group facilitation and sharing sessions.



Mr Mohammad Sufian Bin Mohd Noor
ISCOS Titan & Peer Support Specialist at IMH

COULD YOU SHARE WITH US ABOUT WHAT YOU DO AS A PEER SUPPORT SPECIALIST IN THE INSTITUTE OF MENTAL HEALTH (IMH)?

At IMH's National Addictions Management Service, my work focuses on helping those with drug or alcohol addictions in their recovery process. I conduct rounds and talk to the patients by sharing my recovery experiences, and instilling strength and hope in their recovery journey. I feel that it makes it easier for me to communicate and build rapport with them given that we have been through similar 'journey'.



SHARING HIS STORY: Mr Sufian often gives motivational talks in prison and the community as part of a volunteer.

Nonetheless, it is important for them to realise that recovery itself is not just an event that is going to happen. Rather, it is a process - a process that I see myself still going through, which in fact, I take it on a day-to-day approach. I believe that while I am motivating others in their recovery process, I am also helping myself in my own recovery journey.

WHAT IS THE MOST FULFILLING PART OF WHAT YOU DO AS A VOLUNTEER?



REACHING OUT: Mr Sufian (first from right) engaging with youths in the community.

The most fulfilling part is when I witness the people that I have interacted with, are recovering and doing well with their lives. I am always thankful to the people whom I have always been able to talk to for advice and rely on for support. I learnt to always give my best when I work with them, and that is good enough.

I also continue to keep in touch with those that I have helped so that I can motivate them to pay it forward by helping other people. That is the journey that I have taken so far.

WHAT IS ONE MOTTO YOU LIVE BY?

My motto is HOW: *Honesty, Open-mindedness, Willingness*. I take on that mindset in the things that I do. I may have had a difficult past, but I always choose to focus on the present moment. My family had always been that source of hope for me to change, and I want to lead a more positive life for myself and for them. It is thus important for me to pay it forward and show others the hope - what their future holds - instead of being defined by the pain that they had experienced in the past.

TURN YOUR PASSION INTO ACTION

Inspired by Mr Sufian's story? Lend your hand and volunteer with ISCOS today! Find out more by clicking the poster on the right. You may also write in to volunteer@iscos.org.sg for more details.

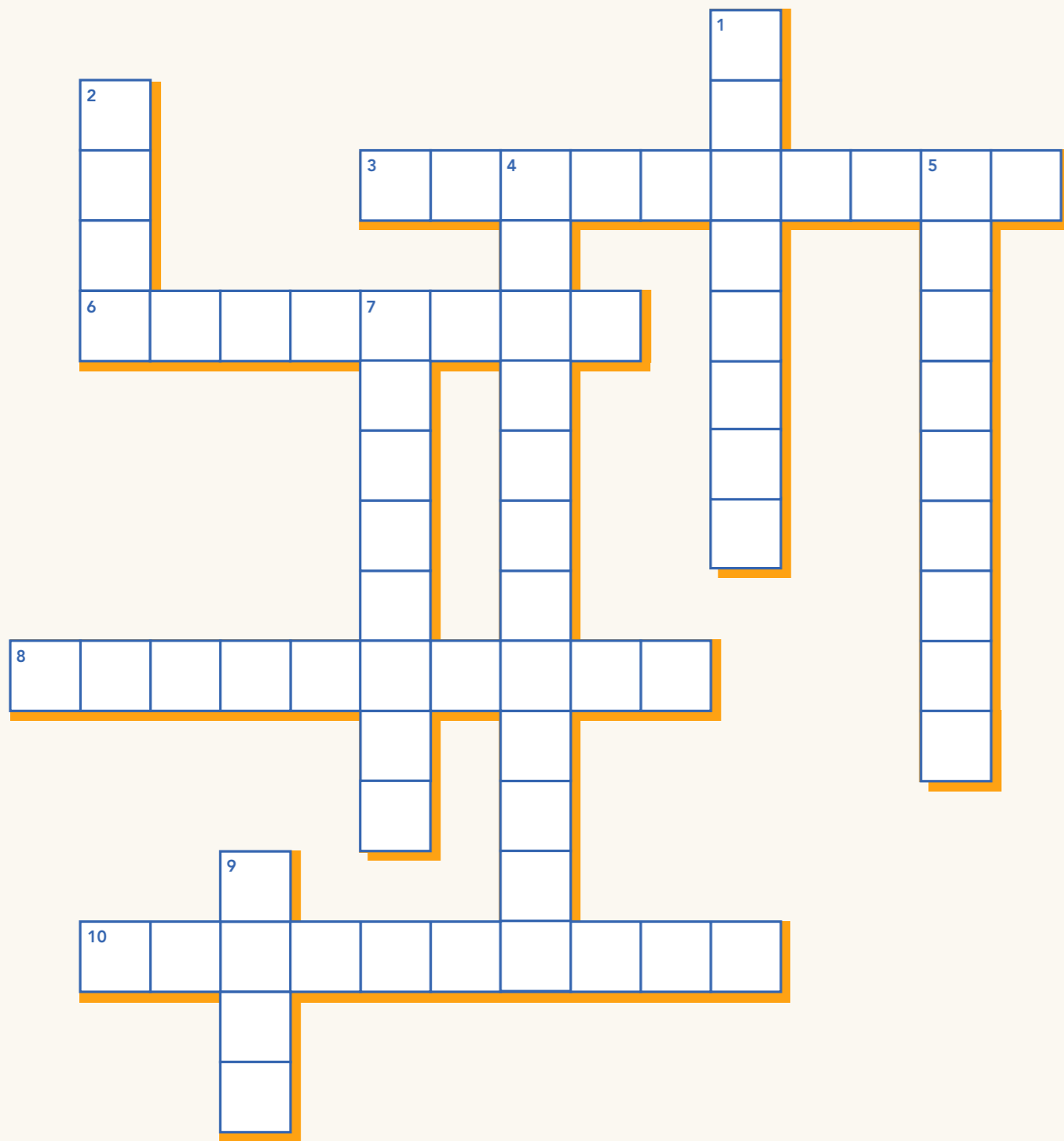


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prisonnews

TRIVIA!

Do you know the history and work of SPS and our partners well?
Try your hands at our crossword puzzle below and you may win prizes from SPS!



Submit your answers to the crossword by scanning or clicking the QR code by **15 September 2022, 12pm** to stand a chance to walk away with our **limited edition** SPS Collaterals!

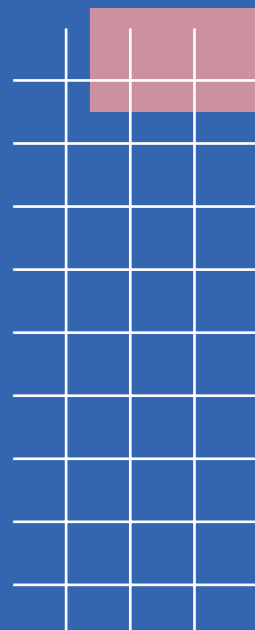
→ HORIZONTAL

- 3 Institution A3 is the inaugural winner of the CREST award. The aim of the CREST award is to motivate and encourage _____, reward good work, and facilitate the sharing of best practices from the winner.
- 10 ISCOS Titan, Mr Mohammad Sufian, works as a Peer Support _____ at the Institute of Mental Health's National Addictions Management Service, where his role focuses on helping those with drugs or alcohol addictions in their _____ process.
- 6 RPA stands for Robotic Process _____, which is part of SPS' Prison Without Guards strategy. This allows Captains of Lives to enhance operational effectiveness and efficiency, hence freeing up time for purposeful engagements with inmates.

↓ VERTICAL

- 1 At the SPS-YRSG Corporate Advance held on 17 June 2022, YRSG launched the 'Friends of Yellow Ribbon Singapore' _____ channel.
- 2 Located at the SPS Headquarters, the SPS Heritage Gallery features _____ zones which document the progression of the corrections landscape in Singapore from the 1800s till the present day.
- 4 For more than 75 years, SPS has transformed over the years – from being a custodial organisation to a _____ agency today.
- 5 YRSG works with more than 7,000 _____ partners, and all of them play a part in contributing to the low and stable recidivism rate in Singapore.
- 7 It is especially important for officers working at the Institution Control Centre (ICC) to always remain _____ as they are the first and last line of defence for movements in and out of the institution.
- 9 What is the artefact at the SPS Heritage Gallery and was previously placed at the Changi Prison Clock Tower?

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I RACE **FOR** SECOND CHANCES 2022

/// FOOT | WHEELS | WATER



PHYSICAL RUN **25** SEPT

VIRTUAL RACE **1-30** SEPT



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