

Engaging Staff & Volunteers

1. What Are The Manpower Arrangements Permitted?

Phase 2 Re-opening

For NCSS members who are reopening in Phase 2, please submit your manpower details within two weeks from the date when operations resume via the [GoBusiness](#) portal.

Phase 2

Agencies should retain work from home arrangements as much as possible, develop plans for staggered work hours, shift or split team arrangements, avoid physical meetings (both business and social) and practise safe distancing. Refer to [MOM's advisories](#) for more information.

NEW!

When staff begin to return to office, employers must ensure that:

(i) staff continue to work from home for at least half their working time, and

(ii) no more than half of staff are at the workplace at any point in time. For functions where telecommuting is not feasible, such as frontline operations, employers should take the necessary precautions.

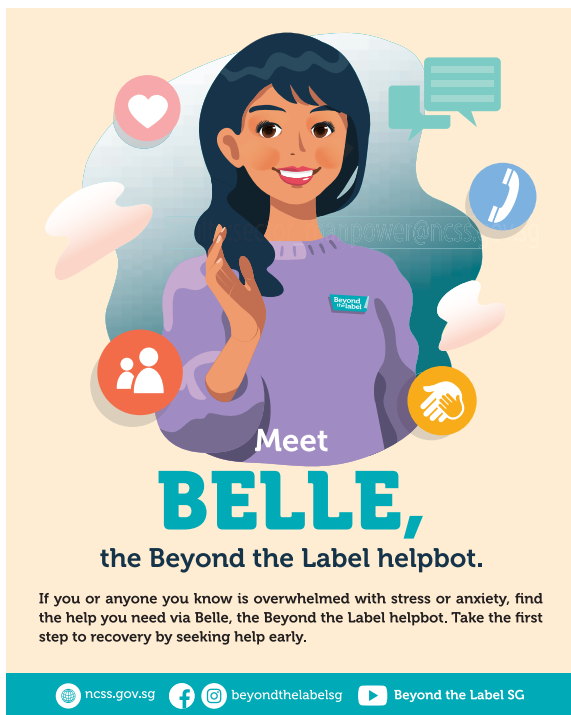
Phase 3

Return to new normal with safe distancing measures



2. How Can I Provide Support For Staff Well-Being?

- You can refer to the [Inter Agency Advisory](#) guidelines from the [Institute for Human Resource Professionals](#) and [mindline.sg](#) to support mental well-being and welfare of your staff
- For employees to stay connected with each other, try designing weekly [virtual care packs](#)
- If your employee is experiencing mental health distress due to COVID-19, refer them to the 24-hour [National CARE Hotline](#) or visit [Belle](#), the Beyond the Label helpbot, an online platform for mental health services and resources



Capability Circles

Join like-minded professionals in Capability Circles - a community platform that shares best practices in the areas of organisational health that shares best practices in the areas of organisational health and people practices. Contact techservices1@gatherhere.sg to be part of this community.

3. How Can NCSS Support My HR And Manpower Planning Needs?

- NCSS organises HR workshops that cover topics like Compensation & Benefits and Career Planning etc. Email sector_manpower@ncss.gov.sg for more information on future HR workshops
- You can post your organisation's job openings at e-services.ncss.gov.sg to support your recruitment. Find out more from NCSS's [Social Service Tribe](#)



- NCSS will support SSAs in their application to secure funding for [SGUnited Traineeships Programme](#)
- To get regular updates on manpower-related resources and information, subscribe to NCSS's Sector Manpower Telegram Channel by completing this [online form](#)

4. How Do I Engage Volunteers?

- Please refer to MCCY's [advisory](#) on engaging volunteers for essential aid distribution
- Whenever possible, conduct volunteering activities remotely or via telecommuting, e.g. telephone and video-conference
- Collaborate and coordinate with partners to minimise duplicative efforts, to reduce the movements of the staff members and volunteers and to prevent physical interactions
- To manage volunteers in these challenging times, refer to the [Enhanced Volunteer Management Toolkit 2.0](#) and the [Volunteer Continuity Plan \(VCP\) Guide](#) on planning for volunteer continuity in a crisis. Refer to infographics [here](#)

NEW!

Good Practices

Let's hear from fellow SSAs that have good ideas for supporting the well-being and welfare of their staff, or have engaged volunteers in creative ways!

Distanced yet Socially Connected

Recognising that a person has more than just physical needs, St Luke's Hospital (SLH) came up with a daily "radio" programme – "Good Morning, St Luke's" to lift their clients' spirits. SLH's music therapist and a volunteer certified coach teamed up to produce the 15-minute daily broadcast on the public announcement system.



These broadcasts included musical performances and interview segment with staff, patients and celebrities who encouraged and cheered up listeners

(interviews available at bit.ly/gdmorningslh).

For emotional and mental health of staff, SLH started the "Dear Diary" initiative to enable them to express their concerns online. Staff may remain anonymous or seek counselling where needed.

Dear DIARY.....

Your state of emotional well-being is important to us. This is e-Diary platform is created by Health Club, for you to express your concerns / stresses / issues. It is similar to an "Auntie Agony" platform.

***Disclaimer:**

Part 1:

- 1) Your identity will remain anonymous & confidential unless stated otherwise. (If you just need an avenue to ventilate)
- 2) Your identity will be kept anonymous & confidential. However, we might highlight some work related matters to Management to better support / assist you.

Part 2:

- 1) You have a choice to stay anonymous. However, should you require any immediate assistance or if you need someone to talk with regards to your personal problem, please do not hesitate in providing us with your contact no:
 - Desert Odyssey (Mr Timothy Khoo) - will make arrangement to contact you directly (do note that they will at least need 2-3 days to get in touch with you)

Otherwise if you can also choose to contact:

- Samaritans of Singapore (24hr Hotline: 1800-221 4444) (Email: sos.org.sg)

*** Required**

1. What you are highlighting? Is it Work or Personal related? Can click more than one option. *

☐ Work

☐ Personal

Virtual Befriending @ Senior Activity Centres



To help tackle social isolation and loneliness among seniors in Singapore, Lions Befrienders (LB) rolled out their largest-ever virtual befriending volunteer initiative, involving over 1,000 volunteers. These volunteers engaged seniors through virtual conversations, sing-along sessions, simple home gardening projects and online games. This initiative offered seniors dedicated attention and helped with the seniors' cognitive development as they stayed connected to build friendships. This timely programme alleviated the ill-effects of social isolation faced by some 6,000 at-risk seniors during the Circuit Breaker.

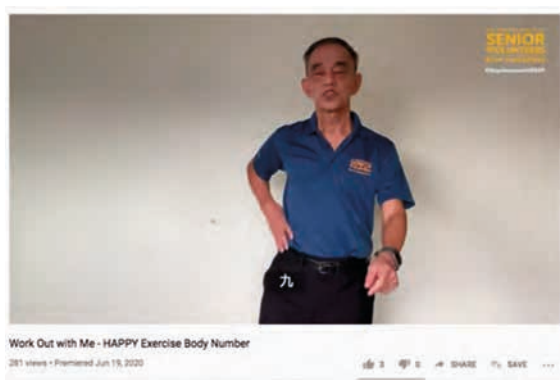
NEW!

Good Practices

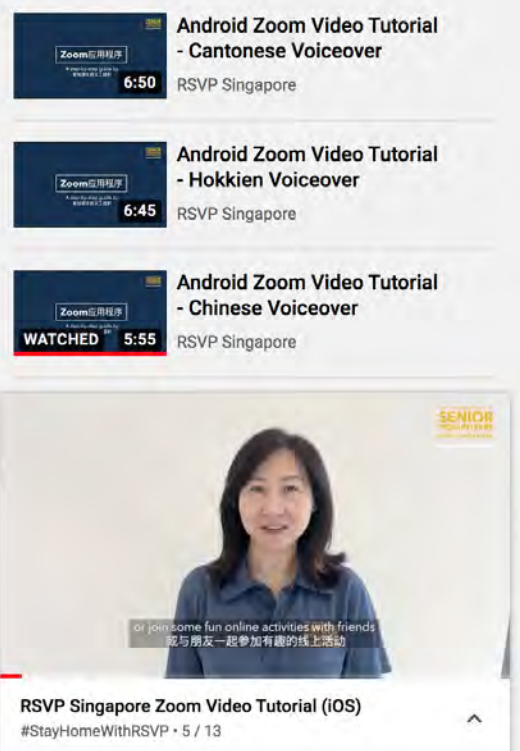
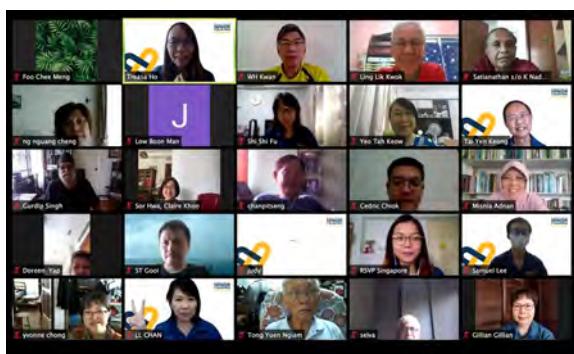
Let's hear from fellow SSAs that have good ideas for supporting the well-being and welfare of their staff, or have engaged volunteers in creative ways!

#StayHomeWithRSVP and OpenHouse@RSVP

RSVP Singapore started their #StayHomeWithRSVP series of virtual activities during Circuit Breaker. Over 700 seniors had attended over 40 webinars, virtual activities and chat sessions hosted and produced by senior volunteers!



Initially, some seniors were uncomfortable with communicating virtually. To help them, the more tech savvy senior volunteers produced step-by-step guides in various languages and dialects. RSVP staff pitched in by conducting virtual sessions to on-board 50 senior hosts.



Check out #StayHomeWithRSVP [playlist](#) on YouTube

In May, RSVP resumed their monthly OpenHouse@RSVP public orientation sessions via Zoom. More than 100 new volunteers attended these sessions from the comfort of their own homes.

Please refer to NCSS's [webpage](#) for latest information and advisories on COVID-19.

If you would like to contribute resources, innovative ideas and useful tips to help other SSAs deal with COVID-19, please share them [here](#).

