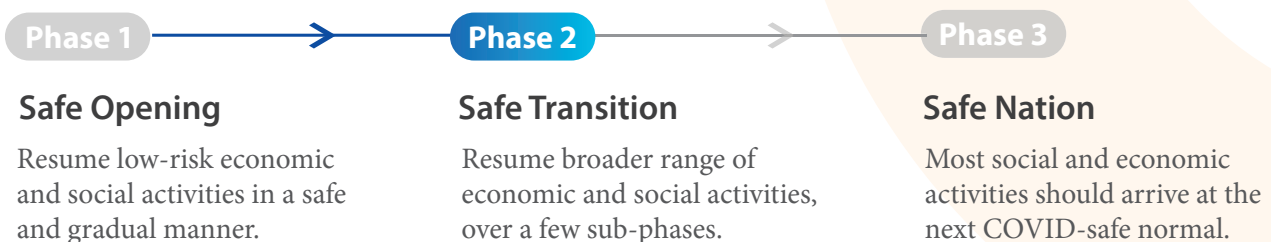


Opening Safely

1. Advisories For Opening Safely

MOH Phased Framework For Resumption Of Activities



2. Frequently Asked Questions On Advisories In Phase 2

[NCSS Advisory](#) on
Essential Aid Distribution

[MSF/NCSS Advisory](#) on
Re-opening of Residential and
Community-based Facilities

[MOH Advisory](#) on
Support for Seniors

[AIC Advisory](#) on
Resumption of Services for Seniors

Interested parties can request for login access to [AICConnect](#) or contact ncss_membership@ncss.gov.sg for the Advisory.



When in doubt about what to do for a particular service you provide, please take reference from the sector regulator of that service.

3. Frequently Asked Questions On Phase 2: Safe Transition

General Key Restrictions

Resume social services with safe management measures (SMM) and continue with remote means whenever possible.

Group work and activities may resume with limits of ≤ 5 pax

Community-based centres can resume face to face intervention for high and moderate needs cases.

Seniors

Refer to [AIC](#) and [MOH](#) Advisories for resumption of services for seniors

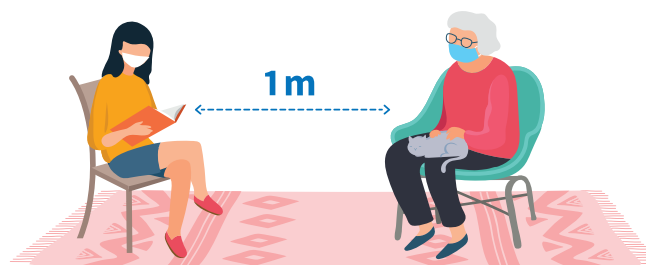
Senior Activity Centre & Active Ageing Programmes

NEW!

- In addition to individual activities, small group activities with <5 clients per group may resume, with at least 1m between each person. Seniors should stay in the same assigned group where possible to minimise the number of close contacts
- Providers should continue checking-in via their phones whenever possible. Providers who conduct home visits must maintain at least 1m distance from the client and limit each visit to ≤ 1 hour. Staff must don masks and practise hand hygiene when conducting home visits

Befriending/Counselling

Continue via phone as far as possible. Providers who conduct home visits must maintain at least 1m distance from client and limit each visit to ≤ 1 hour. Staff must don masks and practise hand hygiene when conducting home visits.



Persons with Disabilities (PWDs)

Residential Facilities (long periods of contact with service users, subject to [Cat 1 SMM requirements](#))

- Activities must be conducted in groups of ≤ 10 pax (staff and service users inclusive). No sharing of equipment, full wipe down of touchpoints before and after session



Centre-based Social Services (service delivery: few clients and short contact time, subject to [Cat 2 SMM requirements](#))

- Services should continue to be delivered remotely where possible. Face-to-face services and intervention, such as counselling, that are limited to moderate to high needs, can take place at the Centres
- Limit home visits to urgent or at-risk cases
- Essential interventions delivered through group work/activities are allowed for ≤ 5 pax (staff and service users inclusive)

(Con't) Frequently Asked Questions on Phase 2: Safe Transition

Children and Youth

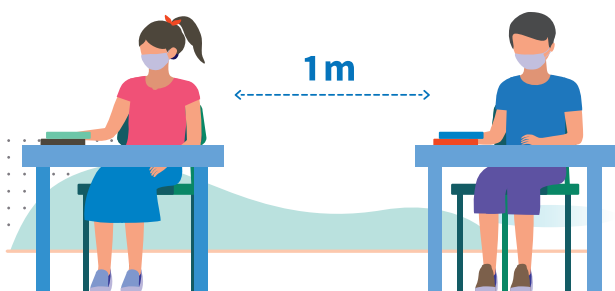
Student Care Programmes

- Group outings continue to be suspended
- Allocate children to fixed groups according to the following priority: classmates, schoolmates, followed by students from other schools (where applicable)



Tuition Programmes

- Centres must ensure safe distancing between students by putting up appropriate floor demarcations and/or physical barriers, e.g. using safety tape. There must always also be strict separation between students in different classrooms, with no intermingling
- As a default, centres must ensure that all students always maintain safe distancing of at least 1m, with strictly no physical interaction between students
- If it is not possible to apply 1m safe distancing between students and some interaction is unavoidable, centres may instead organise students into groups of no more than 5 students, with strictly no physical interaction or intermingling between different groups. Centres must strictly maintain a minimum of 1m spacing between groups, although MOE advises 2m spacing between groups as a best practice
- Please click [here](#) for MOE's Advisory and FAQs



Befriending and Mentoring

- Services should continue to be delivered remotely where possible. Face-to-face services and intervention, such as counselling, that are limited to moderate to high needs, can take place at the Centres
- Limit home visits to urgent or at-risk cases
- Essential interventions delivered through group work/activities are allowed for ≤ 5 pax

(Con't) Frequently Asked Questions on Phase 2: Safe Transition

Workplace Events Advisory

NEW!

- With reference to [MOM's Advisory](#), SSAs would be able to carry out work-related events at their own facilities as long as these facilities are not used to run programmes for service users (e.g. at head office or conference rooms, and not co-located with client-facing services, or at third party venues from 22 October 2020, subject to any additional premise owners' policies).
- Allowable work-related events are those that primarily involve employees or stakeholders, such as conferences / seminars, corporate retreats, staff training sessions and Annual General Meetings and Extraordinary General Meetings. All safe management measures indicated below are to be adhered to:
 - > At least 1m safe distancing between all individuals;
 - > No mixing of staff across Homes/Centres during the meeting, and cap at 50 persons or venue capacity based on safe management principles, whichever is lower
 - > Food and drinks should preferably not be served
 - > Masks should be worn at all times during the meeting; and
 - > High-touch point areas in the meeting room (e.g., table) to be wiped down and disinfected after each use
- For MSF funded Homes/Centres, only physical staff meetings and internal training (i.e., training for staff within one Home/Centre by staff within the same organisation) are allowed. All external trainings are to be held online until further notice. For more details, please refer to MSF's Advisory



4. How Can I Ensure A Safe Workplace Environment For Staff, Visitors And Service Users In Phase 2?

- Follow the [Safe Management Measures](#) to prevent transmission at your workplace
- Refer to MOM's [Advisory](#) for a full list of safe management measures at the workplace and [General Advisory](#) for employers if a confirmed or suspected case of COVID-19 is detected at the workplace
- Refer to the Personal Data Protection Commission's [guidelines](#) on the collection of personal data for COVID-19 contact tracing and use of SafeEntry



5. Tips in Communicating Work Arrangements

- MOM's regulations in Phase 2 encourage employers to adopt flexible work arrangements as much as possible, and support staff to fulfil their job scope remotely by providing relevant resources (e.g. digital tools). When staff begin to return to office, Homes/Centres must ensure that:
 - such staff continue to work from home for at least half their working time, and
 - no more than half of such 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.

NEW!

- For staff who are concerned and anxious about being in or travelling to the workplace, employers can communicate clearly and support their transition by:

- > Creating safe channels for staff feedback on their concerns
- > Identifying alternative modes of performing the work offsite where possible
- > Allowing staff to return only on a needs basis
- > Communicating the rationale for onsite work
- > Assessing the risks of onsite work needed
- > Providing guidelines for returning to the workplace if deemed necessary
- > Putting in place guidelines on staff interaction and segregation onsite
- > Offering option for remote work as soon as the required onsite tasks are completed

To support employers in navigating these transitions, please refer to TAFEP's resources [here](#).



6. How Can I Obtain Essential Hygiene Items E.g. Masks, PPE And Hand Sanitisers Etc.?



- NCSS Members are allocated donated masks, hand sanitisers, PPEs, gloves and thermometers based on prioritisation of needs. Contact ncss_membership@ncss.gov.sg for more information
- NCSS Members can refer to NCSS' [Directory of Common Services](#) for a list of vendors that provide hygiene items and essentials for safe distancing at preferential rates
- Visit the [City of Good](#) portal to raise requests for in-kind donations

NEW!

7. Ensuring Continuity Of Services & Operations Through The Phases

As we gradually open up, we must also be prepared for a resurgence of the virus. Thus, it will be a good opportunity now to develop or improve your business continuity plan (BCP) to help resume, recover and restore your operations. You may refer to MOM's educational information and guides [here](#) on Business Continuity Management System for some useful tips to strengthen the various

components of the system. You can also develop your BCP by referring to MOM's "[Developing a Business Continuity Plan \(BCP\)](#)" and SGSecure's [call tree template](#) to support your staff in crisis response coordination. This [reference](#) from the State of Queensland is also found to be useful in the development of a BCP.



NEW!

Good Practices

Let's hear from SSAs that have ensured a safe workplace environment!

Making Online Travel Declaration Easy for Seniors

Fei Yue Community Services developed a simplified online travel declaration form for their Senior Activity Centres (SAC) and included multiple languages in the form to cater to the different language needs at their centres. Free text fields were replaced with multiple choice questions to facilitate input on mobile devices and pictures were added to aid seniors in understanding the questions as most of them are illiterate. Through this simplified online form, Fei Yue was able to mitigate the seniors' fear of technology and even interest them to attend I.T courses, increasing the overall digital literacy level among their seniors.

Re-designing Use of Spaces in Office



Weeks before the Circuit Breaker ended, Centre for Seniors (CFS) took several measures to ensure adequate safeguards were in place for safe reopening. Seating arrangements were promptly reassigned, and existing meeting and training rooms were repurposed to minimise possibilities of contact amongst staff. A designated pathway and training room were converted for emergency evacuation purposes



in case of suspected COVID-19 case in the premise. The pathway was made possible by cordoning off corridors to provide direct access to the loading bay lift for medical personnel.

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](#).

