SAFE MANAGEMENT MEASURES
FOR SOCIAL SERVICE AGENCIES

All social service agencies in operation must take these steps to provide a safe environment for staff, clients and visitors to prevent transmission at their premises.
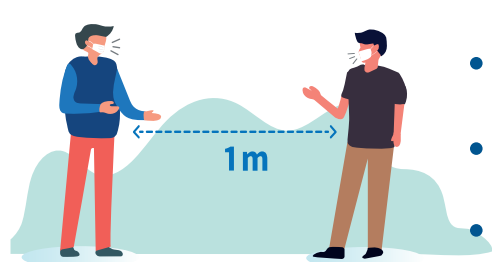
6 easy steps

Adapted from MTI: General guidelines for safe management.

Step 1

Implement a Safe Management System

- Appoint Safe Management Officers to ensure step 2 to step 6 are maintained and resolve issues in a timely manner

Step 2

Reduce physical interaction, ensure safe distancing

1m

- Telecommute as far as possible. If telecommuting is not possible, work in split teams
- No activities with close or prolonged contact (E.g. Social gatherings or meals in groups)
- Do not cross-deploy or socialise even outside work
- Stagger working and break hours
- Meet virtually where possible
- Keep at least 1m safe distance at all times

INTERACTION WITH CLIENTS

*Adhere to additional measures by MOH and MSF for specific groups of service users*

No walk-ins, by appointment only

Limit face-to-face services for high risk/need cases (including home visits)

Step 3

Support contact tracing

- Only authorised essential visitors are allowed to enter your premises. The **SafeEntry.gov.sg** visitor management system must be used to record entry of all staff and visitors entering the premises
- Encourage all personnel to download and activate **TraceTogether.gov.sg**
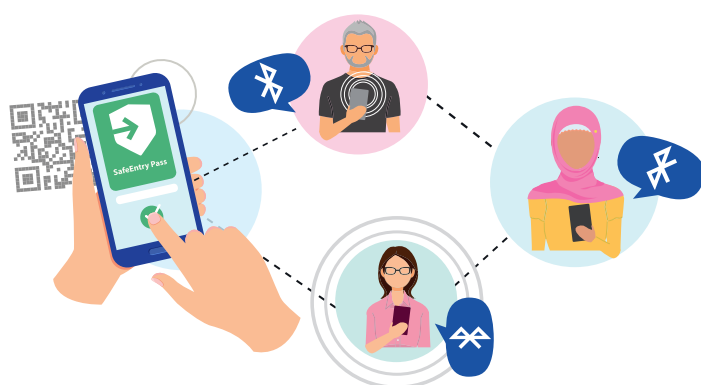
Step 4

Wear masks/face shields and observe good personal hygiene

- All personnel, including visitors, must wear masks and other necessary personal protective equipment
- Wear mask and face shield when in close prolonged contact with others (E.g. Counselling sessions)
- If any staff, client or visitor feels unwell, they should see a doctor, stay home and do not enter premises of any agency
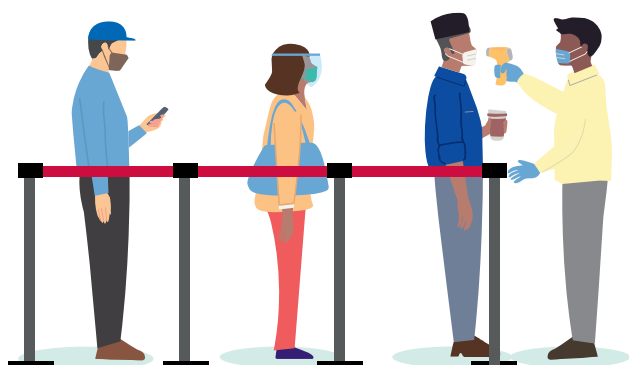
Step 5

Ensure cleanliness of premises

- Regularly clean and maintain common spaces and equipment, particularly during shift or split team changeovers
- Provide hand soap at all hand-wash stations and hand sanitiser at all common touchpoints (E.g. Entrances)

Step 6

Implement health checks and protocols to manage potential cases

- Staff, clients and visitors must:
  - Check their temperature and for respiratory symptoms twice daily
  - Declare orders to quarantine/ stay home, fever or flu-like symptoms or close contact with COVID-19 cases.
- Ensure staff do not clinic-hop. Track and record cases of staff, clients and visitors with COVID-19 related symptoms
- Have an evacuation plan for unwell/suspected cases and all others at the agency's premises. If there is a confirmed case:
  - Immediately vacate and cordon off the exposed section of the agency's premises
  - Thoroughly clean and disinfect all exposed surfaces

Note : The full requirements for Safe Management Measures can be found at **go.gov.sg/covid19-safe-measures**