

28 March 2022

**Advisory on Essential Aid Distribution Amid COVID-19 (Coronavirus Disease 2019)**

1. On 16 February 2022, the Multi-Ministry Taskforce (MTF) announced the streamlining of Safe Management Measures (SMMs) to five key parameters (SMM 1 – 5), namely: (i) group sizes; (ii) mask-wearing; (iii) workplace requirements; (iv) safe distancing; and (v) capacity limits.

2. Thanks to the collective efforts of everyone in Singapore, the daily local case numbers and the number of COVID-19 related hospitalisations have declined steadily. While the workload of our healthcare workers remains high with the increase in non-COVID-19 admissions, our overall conditions have improved significantly. We are now in a position to make a significant move to ease our community SMMs and make further progress towards living with COVID-19.

3. As the local situation has improved considerably, we will ease the community SMMs below along the five key parameters from 29 March 2022 (unless otherwise specified). For details, see MOH's press release at this [link](#).

4. All essential aid distribution activities by SSAs and volunteers may be resumed subject to prevailing SMMs (i.e., 1 metre safe distancing between groups and group size of at most ten persons for mask-off activities and no requirement on safe distancing and group size for mask-on activities).

5. The community and volunteers continue to play a key role in the fight against COVID-19. Their activities include promoting social responsibility, supporting essential services and caring for the vulnerable segments. **SSAs and community groups distributing essential aid (i.e., supplies necessary for daily sustenance such as cooked food, food rations and urgent financial aid) to vulnerable persons and families may continue their activities. However, it is critical that we exercise caution and strictly adhere to SMMs to ensure that community transmission remains low.**

6. Should face-to-face intervention be necessary in order to provide essential aid, SSAs and community groups should:

- i. Reduce frequency and duration of physical interactions with beneficiaries. Consolidate essential aid to be delivered to reduce the number of physical trips. Avoid physical interactions by leaving supplies at the door. If physical interactions are unavoidable, limit interactions to short durations with minimal physical contact.

- ii. Observe strict SMMs, including for backend activities such as food preparation and packing of supplies, and ensure staff and volunteers wear a mask. They should not participate if unwell.
- iii. Only fully vaccinated<sup>1</sup> volunteers may participate in in-person essential aid distribution activities. Avoid involving children, persons with chronic or underlying conditions, and pregnant women as volunteers.
- iv. Deliver essential aid to seniors to their doorstep as far as possible, so that they do not have to venture out to do collection.
- v. Transfer financial aid via electronic means, where possible. If that is not possible, cash can be delivered to the beneficiaries. Cash can also be delivered together with other essential aid.

7. SSAs and community groups that are unable to comply with the advisory should not proceed with your activities so as to safeguard the health and safety of your staff, volunteers and beneficiaries. Please contact NCSS to make alternative arrangements for the vulnerable groups that you serve. For seniors requiring assistance, please contact the Agency for Integrated Care (AIC) Hotline at 1800-650-6060. SSAs and community groups that encounter Singaporeans who require social assistance can contact ComCare Call at 1800-222-0000.

8. SSAs and community groups that require any assistance or clarifications on precautionary measures to be put in place can contact NCSS at [CHUA\\_Yi\\_Xian@ncss.gov.sg](mailto:CHUA_Yi_Xian@ncss.gov.sg) or [NCSS\\_Membership@ncss.gov.sg](mailto:NCSS_Membership@ncss.gov.sg).

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<sup>1</sup> Fully vaccinated individuals are those who have received two doses of the COVID-19 vaccination under Singapore's national vaccination programme or any other vaccine regimen as approved by the Ministry of Health (MOH). Please refer to the First Schedule of the Infectious Diseases (Mass Gathering Testing for Coronavirus Disease 2019 Regulations 2021) for the most updated information on the vaccination regimen and approved vaccines.

## ANNEX A

### **Precautionary and Safe Management Measures**

In addition to the precautionary measures mentioned earlier, SSAs and community groups should implement the following precautionary measures for essential aid distribution activities.

#### **Precautionary Measures for Staff/Volunteers**

- Remind staff/volunteers prior to the start of the activity that they cannot participate in the activity and turn away these staff/volunteers if they are unwell or on Stay Home Notice (SHN) (via pre-screening measures). Staff/volunteers on Health Risk Notice (HRN) are allowed to participate in essential aid distribution activities if they are able to show proof of testing ART-negative on the same day.
- Brief staff/volunteers of the precautionary measures implemented by the SSA or community group.
- Provide a clean and well-ventilated environment for staff/volunteers.
- Encourage personal social responsibility among staff/volunteers
  - Practice good personal hygiene (e.g., washing of hands and using tissues when sneezing or coughing)
  - Adjust social norms (e.g., avoiding handshakes, hugging, etc.)
- Require staff/volunteers to inform the SSA or community group if they were later found to have been in contact with persons confirmed to have COVID-19, or if they have fallen ill after the activity.
- To enable contact tracing to be carried out quickly and effectively, all workplaces and facilities used for backend activities (e.g., food preparation, packing) must use the TraceTogether-only SafeEntry system to log the check-in and check-out of staff/volunteers from premises. Visit <https://www.tracetgether.gov.sg> for TraceTogether-only SafeEntry, and to refer to the user guidelines and FAQs. Upon registration, an onboarding guide with links to all the key resources, digital posters, step-by-step user guides and demo videos will be provided.
- Staff/volunteers should download and activate the TraceTogether app. This will help MOH to more quickly identify potential close contacts of COVID-19 patients and reduce disease transmission. Data recorded by TraceTogether is stored on the user's phone, and is only uploaded when required by MOH, e.g. when the user

is suspected to have COVID-19. More information on TraceTogether can be found at [www.tracetogether.gov.sg](http://www.tracetogether.gov.sg).

### **Safe Management Measures for Interaction with Service Users**

- SSAs and community groups should plan the modality of essential aid distribution to strictly comply with the advisory to ensure the health and safety of your staff, volunteers and beneficiaries.
- Designated collection points should be set up in the vicinity with the necessary precautionary measures to ensure safe management (e.g., staggered collection times, wearing of masks). Beneficiaries should collect their essential supplies and immediately return home. Buffet set-ups are strictly prohibited, and beneficiaries must not congregate to consume their meals.
- For meals/essential food supplies to frail seniors and those who are home bound, these should be delivered to them as far as possible and left at the door to avoid physical interaction.