

## ONBOARDING

Updated on 9 May 2023



[www.healthserve.org.sg](http://www.healthserve.org.sg) [fb.com/healthservesg](https://fb.com/healthservesg)

[@healthservesg](https://twitter.com/healthservesg)

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## **SECTION ONE**

# **ORGANISATIONAL MATTERS**

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## About HealthServe

### INTRODUCTION

Founded in 2006 on Christian values, HealthServe (HSL) seeks to meet the needs of migrant workers in our community, through activities described in the table below. HSL is registered as a charity under the Charities Act and is approved as an Institution of a Public Character since 15 July 2011.

Department	Client Profile	Activities
Medical and Dental Services	<p>Holders of: a) Work Permit* b) Special Pass</p> <p>Typically from Bangladesh, India or China; minorities from Thailand or Myanmar.</p>	GP & specialist medical services; Rehabilitation & dental services; Research & data-driven advocacy.
Casework & Social Services, Outreach		Case management for medical, work injury, employment-related issues; Social assistance; Health education & screening through outreach initiatives.
Mental Health & Counselling Services		Mental health advocacy through education; Developing Peer Support Leaders; 24/7 Crisis Helpline; Counselling Sessions.

### OUR VISION

Every migrant worker lives a life of health, well-being and dignity.



### OUR MISSION

- To bring hope and healing to migrant workers through the provision of holistic health and social care
- To advocate for the needs and wellbeing of migrant workers
- To bridge communities through meaningful engagement and partnerships

### OUR VALUES

Integrity

Hope

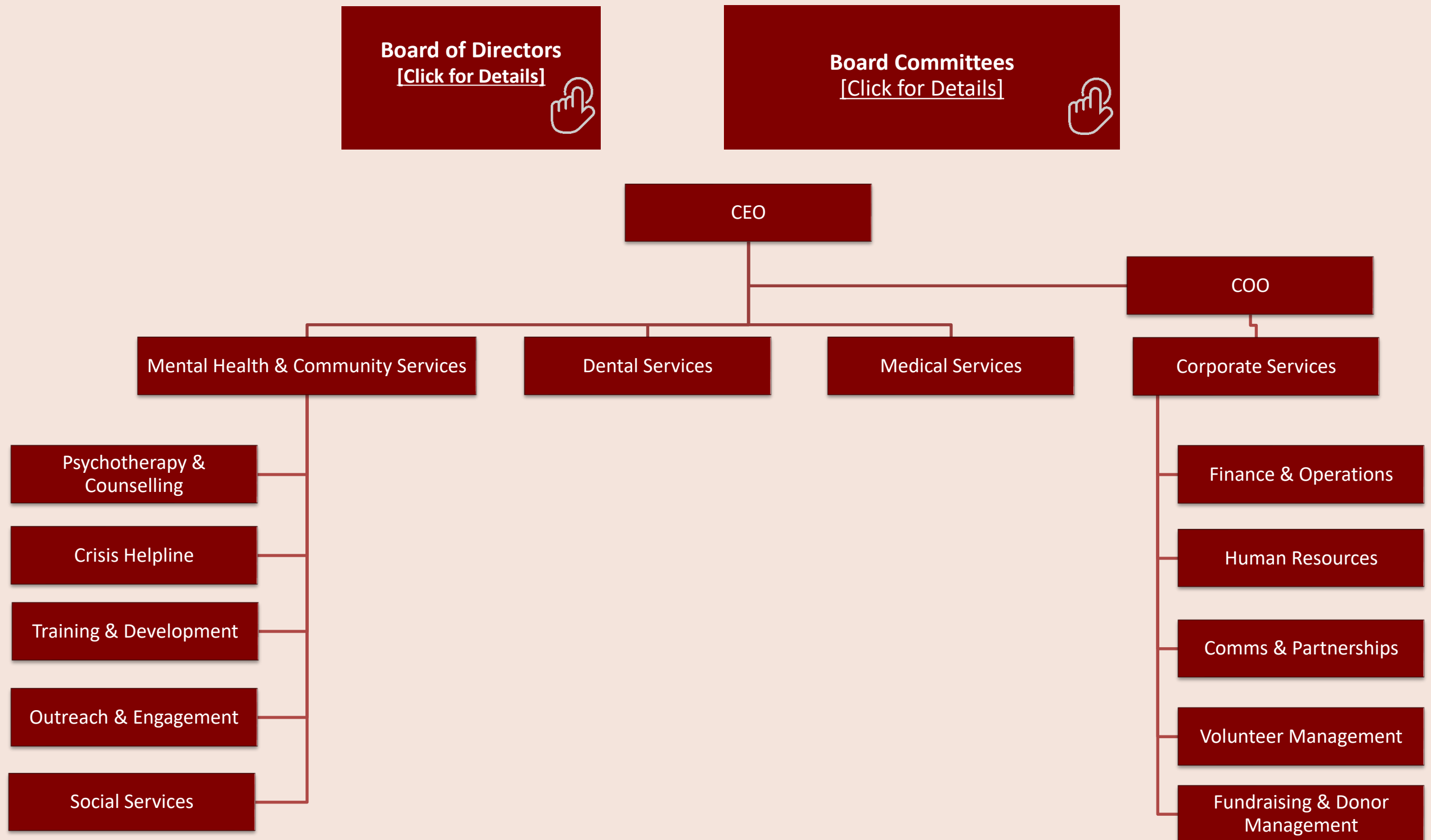
Empowerment

Agility

Respect

Teamwork

## Organisation Structure



## Workplace Safety



### Harassment Prevention

- Workplace harassment can occur when one party at the workplace or external parties/clients/stakeholders demonstrates behaviour or conducts themselves in a manner that causes or is likely to cause harassment, alarm or distress to another party.
- HSL does not tolerate any form of physical, psychological, verbal or sexual harassment. Employees who are guilty of harassment may have their contracts terminated and in a more serious case, a police report may be lodged.
- All employees need to be professional in their own behaviour, ensure that appropriate standards of behaviour are maintained in the workplace and treat everyone with respect and dignity.
- All employees should take reasonable precautions to protect themselves from potential harassment during the course of their work/duties.
- This may include but is not limited to avoiding situations which will increase the risk of harassment, being mindful of the potential risk and be alert when leaving the office premises at night, (for females) not meeting client(s) alone in both office and public spaces.
- There may be a risk of harassment by visitors or drunk patrons in Geylang office vicinity, especially during the night.
- All employees who witnessed or was subjected to harassment are encouraged to put a stop to the harassment as soon as possible and report the incident to their supervisor/manager, Head of Department or Chief Executive Officer (CEO).

### Emergency First Aid & Evacuation for HealthServe Office and Clinic

- [Click to view this guide on First Aid and Emergency Evacuation.](#)



## Corporate Governance

- **Gifts and Hospitality**

- HSL prohibits employees from accepting any gifts or kickback (money, favours or in kind) from any client, supplier, or any other person doing business with HSL.
- Tokens of appreciation with values less than \$50 may be accepted so long as the acceptance does not interfere with the discharge of the employees' duties and responsibilities and is reported to CEO.
- In all other cases, where a gift or hospitality of more than \$50 is offered, CEO's approval must be obtained.



- **Conflict of Interest Policy**

- Employees are required to disclose all conflicted situations.
- All new employees and all staff are required to sign this form: Declaration of Conflict of Interest form





## Corporate Governance

- **Personal Data Protection Policy**



- All employees are required to:

- Use personal data, acquired by or supplied to him/her during the course of or incidental to his/her employment by HSL, only for the purpose for which the personal data was provided for.

- Hold such personal data in strict confidence in accordance with the Confidentiality clause below.



- Destroy or return to HSL, on demand, any document containing any personal data and any copy which may have been made when it is no longer required.



- [Click to view full Personal Data Protection Policy](#)

- **Confidentiality Clause**

- All employees shall keep confidential all information acquired by or supplied to the employee during the course of or incidental to his/her employment by HSL (“Confidential Information”).

- Employees will not:

- a) discuss, communicate or disclose or otherwise make available such Confidential Information to any third parties, including the media;
- b) make or publish any statement on social media concerning any Confidential Information or any matters in relation thereto; unless with prior written consent of CEO.

- **Communication with Media and Press.** Employees are not to misrepresent HSL to any third party on any matters and not allowed to communicate with the media without the prior approval of our CEO.



## Corporate Governance

- **Grievance Policy.** There may be situations where an employee feels that a fair and consistent application of a policy may not have been addressed. HSL has identified 3 ways of handling grievances:

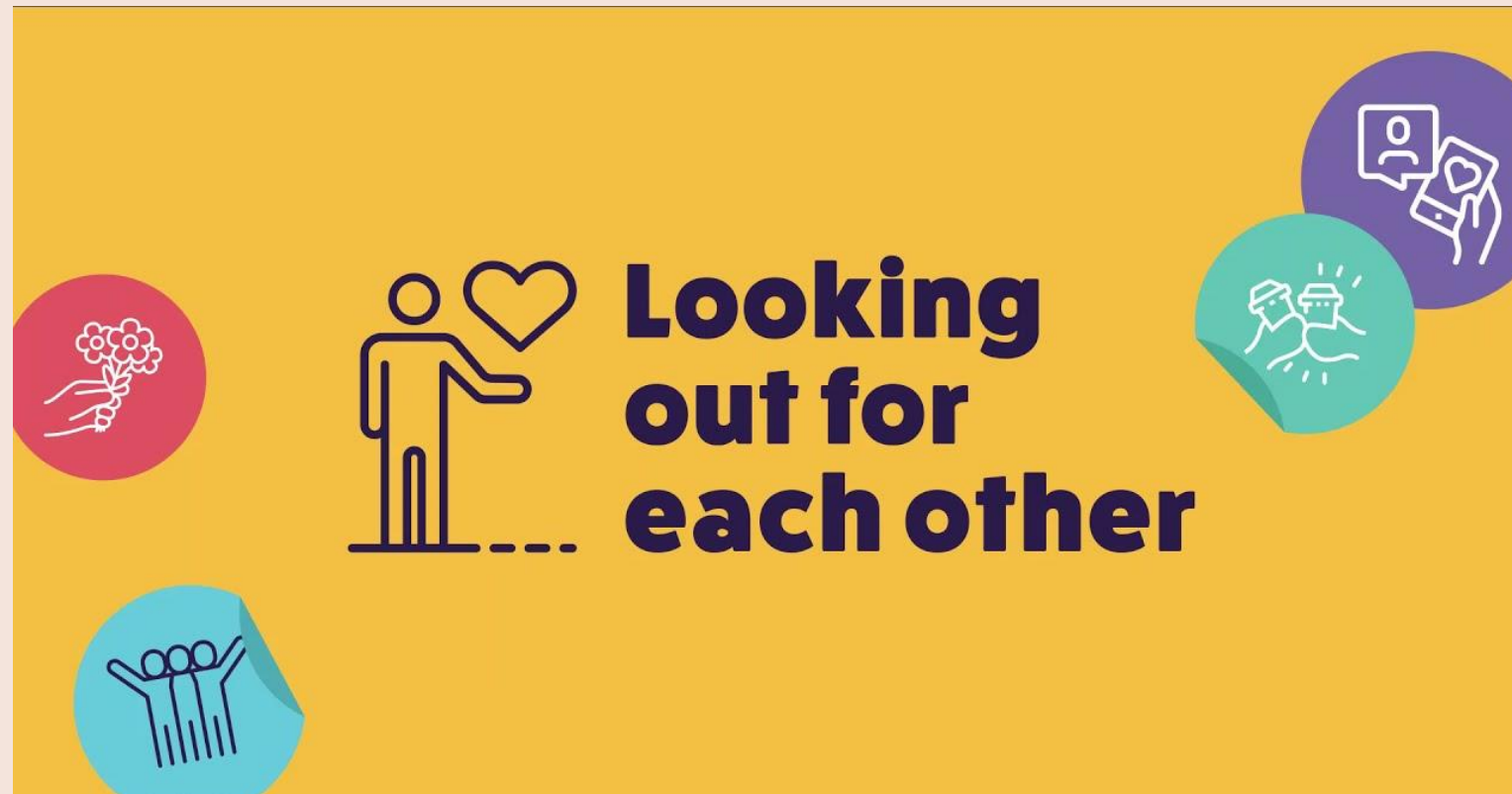
<b>Step 1 Informal</b>	This is applicable where the employee resolves the problem within the team.
<b>Step 2 Formal</b>	This happens when Step 1 does not resolve the grievances and the employee has the right to submit a written statement to the CEO. The employee should outline the relevant facts that form the basis of his grievance.
<b>Step 3 Appeal</b>	Where the employee is not satisfied with the response of the CEO, the employee could appeal to the NHRC and if necessary, to the Board in writing with a copy to the CEO. The Board will respond to the employee in writing within a reasonable timeframe and its decision on the matter is final.



- **Whistleblowing Policy**

- HealthServe promotes an open and transparent culture and is committed to the highest standards of integrity and professional conduct.
- Employees are encouraged to whistle blow about any possible corporate or employee improprieties. Employees should raise such improprieties with their immediate supervisor or any person more senior to the immediate supervisor if the immediate supervisor is the accused.
- HealthServe's whistleblowing policy aims to provide an avenue for employees and external parties to raise concerns relating to any aspect of the organisation's operations, including potential breaches of the Code of Conduct by employees. HealthServe treats such reports with strict confidentiality.
- Should any party come across possible corporate or employee improprieties, they are encouraged to write in to [whistleblow@healthserve.org.sg](mailto:whistleblow@healthserve.org.sg) immediately and in good faith. [\[Click to view details of the policy\]](#)





## SECTION TWO

## SITUATIONAL AWARENESS & CULTURE

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## Do's & Don'ts

Serve with a smile and communicate clearly and politely.

- e.g., using simpler words or a common language

Show respect by obtaining consent and listening to your supervisors.

Stay humble and be prepared to help with tasks, no matter how small they are.

Be on time.

If you are unable to come, inform your supervisor in advance.

You are here to serve, not to promote your own personal, political, business or spiritual agenda.

We encourage you not to give out your personal contact details. If you do so, it is at your own risk.

Approach a HealthServe colleague if you have questions or concerns.

Be appropriately dressed.  
Your shoulders and navel should be covered.

Avoid situations which may create conflict of interest between you and HealthServe/their beneficiaries.  
Do not seek to take unfair advantage of any relationship formed during your work.

## Do's & Don'ts – Communications Guidelines

You cannot use images or videos taken during your time with HealthServe for any monetary gain.

Do not promote activities other than HealthServe's without obtaining prior permission from HealthServe's management.

Please note that during your time with us any photographs or videos taken of and with beneficiaries -

- Must be taken with permission of the beneficiary.
- Cannot be published on any public channels with the use of beneficiaries' real name - aliases or abbreviated names can be used.

If photographs are to be utilised for any public exhibition, media articles and features or published reports, this must be cleared by the department of Communications and Engagement and given written permission.

Unauthorised usage of HealthServe/s logo and marketing/branding materials is not allowed, unless written permission is given by the department of Communications and Engagement or Chief Executive Officer.

## Be Culturally Sensitive

*Treat people like people.*

*Not projects.*



- What does showing respect look like to someone in a different culture?
- What does their culture say about physical touch between a man and a woman?
- Is it appropriate to shake their hand or touch their shoulder or hold their arm?
- What is the proper way to greet them?
- If they are older than you - how can you show respect? Ask first.

## Interacting With Our Clients

# WHAT DOES BEING RELATIONAL MEAN?

*Be approachable, not just focused on the task.*



## INTRODUCE YOURSELF

Make an effort to connect with other interns, volunteers, staff members and migrant workers through getting to know who they are, where they come from, and why they feel connected to HealthServe.

*Put yourself in their shoes*

Focus on the person and the needs they may have.

Find common ground, learn from them and try to understand. Here are some questions you can ask to jump start a conversation:

What is their name?

How long have they been in Singapore?

Why are they coming to HealthServe?

What is important to them, and why?



## Interacting With Our Clients - Showing Compassion

### REMEMBER SIMPLE ACTS OF KINDNESS

*Smile and greet them in their own language.*



Pay attention to any physical impairment – would they need additional help or care?

Offer a drink or snack if it's hot outside or they have been waiting for a long time.

If they are unable to access our services: Acknowledge their effort and time in coming over and give alternatives.

**Be patient especially if there is a language barrier.**

Take time to notice basic needs:

Do they need shade?

Do they look extremely unwell  
& may need immediate attention?

Do they need help to move around?

Do they know where to go?

Showing compassion doesn't mean giving money directly to beneficiaries/patients is always wise.

We strongly encourage you to check with a HealthServe colleague before donating any money/items directly.



## Culture Awareness – Video

**Yellow Helmets | A Documentary on Migrant Workers in Singapore (9 minutes)**



## MEETING OUR BANGLADESHI BROTHERS

Many of the migrant brothers that approach us come from different districts in Bangladesh. Their native language is Bengali but most brothers can understand simple English. Some are very fluent, especially those who have worked here for many years.



Whenever you see a brother, approach them with a friendly 'Hello Brother!' and shake their hand.  
If there is a language barrier, speak simply and be patient.

You can also try learning these simple Bengali phrases:

Tomar Nam Ki? / What's your name?

Amar nam \_\_\_\_ / My name is \_\_\_\_

Kemon Ahsen? / How are you?

Doh-noh-bahd! / Thank you!

Sha-go-tom! / Welcome!

## MEETING OUR CHINESE BROTHERS

We also serve many migrant brothers from China and speak Mandarin. Just like with our Bangladeshi brothers, speak simply to strike up a conversation.

Approach them with a friendly 'Ni hao ma?'  
and shake their hand.

You can also try learning these  
simple Mandarin phrases:

Ni de ming zi shi shen me? / What is your name?  
Wo de ming zi shi \_\_\_\_ / My name is \_\_\_\_ Ni hao ma? /  
How are you?  
Xie Xie! / Thank you! Huan ying! /  
Welcome!  
Ni chi fan le ma? / Have you eaten yet?





## **SECTION THREE**

### **DEPARTMENT SPECIFIC CONTENT**

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## Mental Health & Counselling Services



- 24/7 crisis helpline
- Psychological First Aid & mental wellness education
- Peer Support Leader training
- 1-on-1 counselling, group therapy
- Referrals to IMH / psychiatrists
- Group activities & outings



## Mental Health & Counselling Services

Incepted in 2019, HealthServe's Mental Health & Counselling Services team saw a surge in demand in 2020 as the COVID-19 pandemic and dormitory lockdowns exacted a heavy toll on the mental health of the migrant worker community.

In response, we escalated plans to roll out different tiered initiatives for the mental wellbeing of migrant workers.



High debts  
incurred



Fear of being sent  
home



Family pressures &  
expectations +  
Homesickness

- **Awareness and advocacy building** – through mass mental health education workshops/ webinars in native languages, training workshops (e.g. Peer Support Leader trainings) and consultations

- **Bridging** – through 24-hour helpline meant both migrant workers and concerned stakeholders, manned by trained crisis helpline specialists and volunteers

- **Care provision** – through counselling services in native languages, group support sessions, post-crisis support services, medical assessments and referrals to IMH/ psychiatrists





# Mental Health & Counselling Services

today

Singapore World Big Read Gen Y Speaks Adulting 101 Commentary Voices Videos Brand Spotlight 8 DAYS

## HealthServe launches first 24-hour crisis helpline for migrant workers needing mental health support



By TESSA OH

Published SEPTEMBER 12, 2021

Updated SEPTEMBER 13, 2021

74 SHARES



Ili Nadhirah Mansor/TODAY

Mr Menchie Macomis is one of five specialists and more than 100 volunteers who support HealthServe's 24-hour crisis helpline for migrant workers.

Follow us on [Instagram](#) and join our [Telegram](#) channel for the latest updates.

- The crisis hotline by HealthServe was launched on Sept 10 after a month-long trial in August
- More than 100 helpline specialists and volunteers have been trained to support the helpline
- HealthServe said since the pilot, it observed that half of the calls came in at night

## Why the need for a 24/7 crisis helpline?

- Self-harm and suicide exist in both Singapore residents AND migrant populations – further amplified by COVID-19
- Culturally specific factors & triggers
- De-escalation of distress frequently requires just an empathetic listening ear
- Native-language conversations enhances understanding, creates affinity & rapport
- As a trusted medical charity by migrant workers, HealthServe can provide hope for workers in distress.

*"The difference [with] the 24/7 Crisis Support Hotline is that we are able to provide de-escalation on the spot and to provide the care and help required immediately"*

- Michael Cheah, Chief Executive Officer



HealthServe signs MOU with the Samaritans of Singapore (SOS) in March 2021 to co-train staff and volunteers in active and empathetic listening, and how to intervene in a crisis.



## Medical Services



**Who can see doctor @ HealthServe?**  
(for body & doctor)



Dear Brothers,

You can see doctor at HealthServe if you have **SPECIAL PASS** (✓).

If you have **S PASS** (X), please see doctor outside.

If you have **WORK PERMIT\***, please check your FWMOMCare app to see if you have a **PRIMARY CARE PLAN**.



 X	 ✓
If you have a Primary Care Plan, please see doctor at your PCP clinic (\$5).	If you do not have a Primary Care Plan, you can see doctor at Healthserve.

\* If you need **INSULIN** (✓), you can see doctor at HealthServe.

**If you are not sure, please ask us! 😊**



<https://www.mom.gov.sg/primary-healthcare-system/primary-care-plan>



[pcp-services.pdf \(mom.gov.sg\)](#)

- Note from Aubrey, Clinic Manager: If you happen to pass by the clinic when no one is in the clinic yet, pls you will notice if there are people seating at the tentage, take a moment to approach them and assist them. Please make time to read the above 2 resources.
- Broadly speaking, MW with Work Permit and covered by PCP will not be seen at HS clinic.
  - Exception: Chronic Disease Management e.g. Diabetes.

## Appendix

### Personal Data Protection E Learning & Assessment

Step	Weblink	Duration
1. Complete e-learning	<a href="https://apps.pdpc.gov.sg/elearning/pdpa/">https://apps.pdpc.gov.sg/elearning/pdpa/</a>	45 min – 1 hour
2. Complete online assessment	<a href="https://apps.pdpc.gov.sg/elearning/assessment?nc=b3b5af1a-f123-4ce2-8049-1d41e219d6c5">https://apps.pdpc.gov.sg/elearning/assessment?nc=b3b5af1a-f123-4ce2-8049-1d41e219d6c5</a>	15 min – 30 min
3. Interns – Inform your Supervisor. Staff – Inform HR.	Minimum passing score for online assessment is 21 out of 30, i.e., 70%.	-

#### Note:

1. This is compulsory for all HealthServe staff and interns.
2. Staff shall complete the e-learning and assessment annually.