

12 August 2020

### Frequently Asked Questions

#### **Q1. Why is there a need to regulate the entry and exit of dormitory residents?**

The precautions necessary to protect the residents when they leave the dormitories for work or leisure as well as the broader community. Otherwise if a Covid-19 cluster were to form, it will adversely affect the dormitories, the workplaces as well as the larger community.

#### **Q2. Can dormitory operators or employers choose to disallow workers from going to the recreation centres (RC)?**

Dormitory operators and employers cannot disallow workers with an Exit Pass to exit the dormitory to go to the RC.

#### **Q3. Can eligible workers apply to leave their dormitories to attend to urgent matters? What will happen if they leave their dormitories without permission?**

Workers whose dormitory is declared COVID-cleared and are not serving a Quarantine Order or Stay-Home Notice can leave the dormitory to run essential errands without the need for an Exit Pass. The list of essential errands are as follows:

- a) Collection of passport;
- b) Work Pass related errands (i.e. medical examination at clinics, capturing of biometrics for issuance of new work pass cards, attending Settling in Programme, submission of documents at MOMSC, endorsement of In-Principle Approval (IPA) for Work Permit Letter by Building and Construction Authority);
- c) Medical appointments (i.e. services that are not available at primary care medical post);
- d) Dental appointments;
- e) Banking services (i.e. Activation/ re-activation of bank account, setting up of online banking account or requesting of bank account details; completion of onboarding process and security checks for collection of ATM card; and closure of bank account); and
- f) Court Hearings (Work Injury Compensation Act, Employment Claims Tribunal, State Court, High Court and includes investigations and related activities).

Workers can proceed to leave the dormitory for the above essential errands after employers or dormitory operators have submitted the following information to MOM at [www.mom.gov.sg/essential-errands-request](http://www.mom.gov.sg/essential-errands-request):

- a) Workers' personal particulars;
- b) Details of the essential errand and corresponding documentation; and
- c) Date and time that the worker will be carrying out the errand.

If workers need to leave their dormitories for **any other urgent personal matters** that are not specified in the list of essential errands, they must first seek the permission from MOM through their employers or dormitory operators.