

# INFORM

A Ministry of Manpower (MOM) publication for Migrant Domestic Workers (MDWs) in Singapore

## BE SAFE AND STAY SAFE

Though 2020 was a challenging time for everyone due to COVID-19, let's hope 2021 will be a better year for all!

As the COVID-19 situation remains fluid, we need to stay vigilant. Practise safe distancing measures, wear your mask, and avoid gathering in big groups and crowded places.

The fight against this pandemic is not over. Let's continue to do our part to keep everyone healthy and safe!

We would like to hear from you!

Tell us how you spend your off day and what is your relationship with your employer.

Send your letters to:  
Engagement Department,  
Foreign Manpower  
Management Division,  
MOM Services Centre  
1500 Bendemeer Road, #02-01,  
Singapore 339946

Or email:  
[mom\\_fmmd@mom.gov.sg](mailto:mom_fmmd@mom.gov.sg)

Remember to include your name, telephone number and/or email in your submission.

10 best contributions will win a goodie bag!

# LEARN NEW SKILLS ON YOUR OFF DAY



## LEARN CAREGIVING SKILLS LIKE JOE ANN CALVERO LONZANIDA

She has been working in Singapore since 2007. Her first employment experience taking care of elderly parents developed her passion for caregiving.

With new caregiving skills that she picked up through Foreign Domestic Worker Association for Social Support and Training (FAST), Joe Ann is more confident in performing her new role and has also been given a pay raise.

**"I am very grateful to be working in Singapore. I was given the opportunity to upgrade myself so that I can do my job better and have a better salary. I wish all MDWs will be encouraged to attend courses so they can be equipped with the right skills for them to do their jobs. I would like to thank FAST for supporting MDWs with the resources to go for training courses."**

## You can choose to upskill and upgrade too!

Joe Ann attended the 'Specialist Eldercare Programme', one of the subsidised caregiving training programmes conducted by one of FAST'S training providers with her employer's support. The programme covers topics such as Hygiene and Continence Care, Wellbeing and Social Activities, Diet and Nutrition, and Emergency Management which equips MDWs with essential care-giving skills to perform their jobs well.

She also attended a programme that specialises in dementia and end-of-life care that obtained her a specialist certificate in 2020.



Visit the website  
[www.fast.org.sg/fast-training-training-courses/](http://www.fast.org.sg/fast-training-training-courses/) to view courses



# LEARN TO MANAGE YOUR STRESS!

## Unable to cope with your work?

## Unable to settle down into a new environment?

Don't be afraid to reach out to your employer, friends or employment agency and share with them your feelings. Before you turn to unhealthy coping mechanisms like self-harm, remember that you are not alone and there are people who care and want to help you.



Refrain from self-harm or putting yourself in dangerous situations.

Remember that you are not alone and there are many people who care and want to help you.



Please seek help immediately if you or any of your friends are experiencing any signs of stress.

## Signs of Stress



Feeling trapped or hopeless



Emotional outburst (anger, sadness, irritability, recklessness)



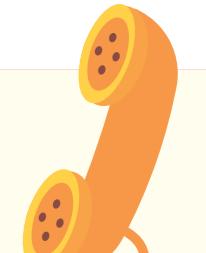
Having frequent mood swings, either happy or sad



Always feeling disturbed, or in a state of fear



Talking or thinking about suicide or dying



## If you're feeling stressed or anxious, do the following:

Calm down and talk to someone you trust.



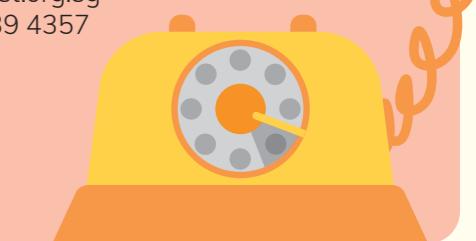
Seek help from your employment agency.



Call the following NGOs.

Centre for Domestic Employees (CDE)  
[www.cde.org.sg](http://www.cde.org.sg)  
1800 225 5233

Foreign Domestic Worker Association for Social Support and Training (FAST)  
[www.fast.org.sg](http://www.fast.org.sg)  
1800 339 4357



## AVOID CONGREGATING

Over the past few months, MOM and NParks officers have been doing their part to ensure that safe management measures are observed.

They have noticed that large congregations among MDWs, mixing between groups and gathering at areas without complying to social distancing measures are some issues that can be curbed.

MOM and partner agencies e.g. Nparks would like to encourage all MDWs to maintain vigilance and adhere to safe practices amid COVID-19 to protect themselves and others.

Refrain from congregating as it is an offense that will be met with serious consequences.

### Be Socially Responsible. Practice Safe Management Measures (SMM)

- Maintain 1-metre distance from others. Avoid crowded places.
- Keep the group size small (8 or less).
- Stay within the same group and do not intermingle.
- Wear a mask at all times unless eating or drinking
- Do not share food or utensils with friends.
- Use the TraceTogether app or token to facilitate contact tracing.



**MOM may revoke your work permit if you are caught breaching Safe Management Measures. Your future employment in Singapore may also be affected.**

Failure to comply with safe management measures may result in fines and revocation of the work pass. Between June and December 2020, enforcement actions were taken against more than 100 MDWs for contravening the Safe Management Measures. They were fined between \$300 - \$1,000 for gathering in large groups beyond the stipulated limit and for not wearing masks.



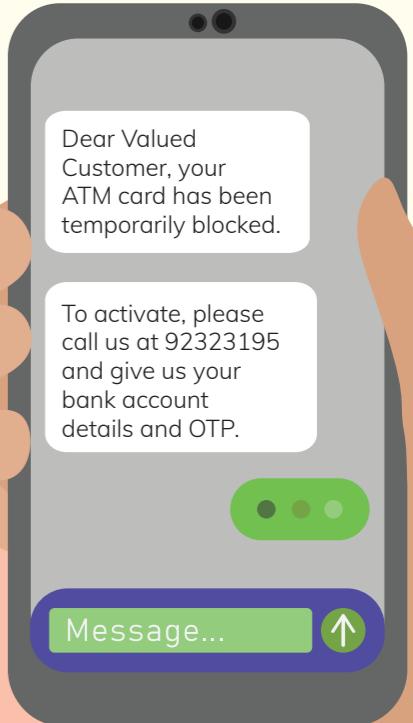
# IMPERSONATION OF GOVERNMENT OFFICIAL SCAMS

## Protect Yourself From Scams

In these scams, the scammers would call and pretend to be from government agencies such as the Singapore Police Force (SPF) or Ministry of Manpower (MOM). They would claim that there are issues with your bank account and offer to resolve the issue. They would also ask for your credit card / bank account details and your One-Time Passwords (OTPs).

### Don't be a victim!

- Do not provide personal details, bank account information and OTP to anyone.
- Remain calm and do not reply to the SMS or call.
- Block and report the number as scam.



Do not respond to these types of messages

## Protect Yourself Against WhatsApp Account Takeover Scams.

Hi, I'm sorry I sent you a 6 digit code by accident. Could you please pass it to me? Its very urgent!

You may receive WhatsApp messages appearing to be from a friend or family member that requests for you to send over a six-digit verification code which was sent to you accidentally. Do not respond to these as you may lose your WhatsApp account.

Congratulations! Dear Valued Customer, you have just won a big lottery prize of \$100 000. Please send us your bank account details.

You may receive messages that claim that you have won in a lucky draw and ask for your bank account details to transfer the winnings over. Do not respond to these messages.

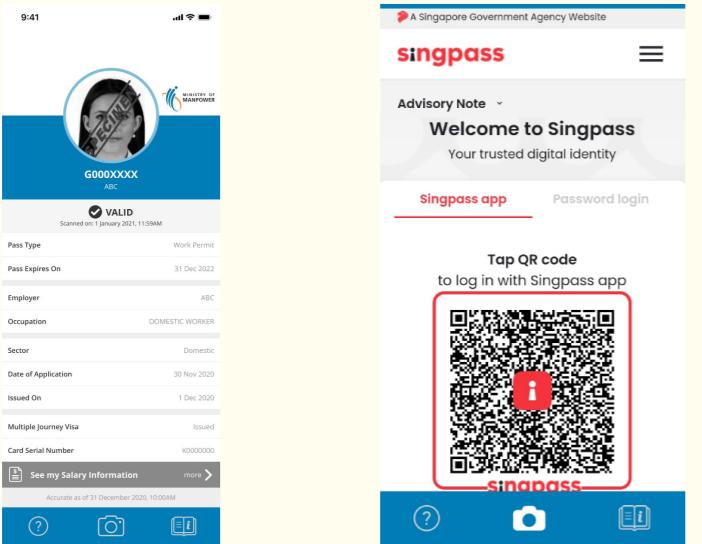
### Here's how you can prevent yourself from falling prey to such scam:

- **Beware of unusual requests** received over WhatsApp, even if they were sent by your WhatsApp contacts.
- **Never share your WhatsApp account verification codes**, personal information, bank account or credit/ debit card details & OTP to anyone, including family and friends.
- **Enable the 'Two-Step Verification' feature**- Open WhatsApp and go to 'Settings' > 'Account' > 'Two-step verification' > 'Enable'.
- **Change your voicemail account's default PIN** to avoid easy access by scammers. If you have no use of the voicemail account, contact your telco to deactivate the feature.

Call the Anti-Scam Helpline at 1800 722 6688 or visit [www.scamalert.sg](http://www.scamalert.sg) to find out more.

## VIEW YOUR SALARY INFORMATION USING THE SGWORKPASS APP

The SGWorkpass App allows you to check your latest work-pass related information, including the pass status, date of pass expiry/issue/renew/cancellation, occupation and name of employer.



**NEW:** You can now view your salary information in SGWorkPass by tapping on the grey "See my Salary Information" bar and logging in with your **Singpass**.

## SIGNING UP FOR SINGPASS

Singpass allows you to transact securely with Government agencies online.

### Existing Work Permit holders

Register for a Singpass account at <https://go.gov.sg/register-singpass> if you do not have one. Upon registering, the Singpass pin will be mailed to your employer's registered address.

Keep your Singpass information confidential.

### New Work Permit holders

You will be registered for a Singpass account as part of the card registration process at MOM Services Centre – Hall C.

Please have a password (consisting of 8-24 alphanumeric characters, for example - Abde189ie) ready when you visit MOM for registration.



#### Tips to protect your account and personal information:

- Do not share your login information
- Do not re-use password: Login information may be stolen from other unsecured websites and used to hack your Singpass account.
- Change your password regularly.
- Use a strong password that are alphanumeric and contain 8 to 24 characters.
- Beware of phishing sites: There may be websites made to look like government sites to mislead you into disclosing your personal details. Always check that the URL is correct ([www.singpass.gov.sg](http://www.singpass.gov.sg)), and look out for a "lock" icon in the address bar.

## DID YOU KNOW?

Under our employment laws, you can only work as a domestic worker at the address stated in your work permit card. You cannot work part-time on your off days to earn extra income.

For your well-being, your off days should be used to rest, recharge and enjoy time out with your family or friends.

It's our off day!  
What shall we do today?



I heard from a friend that we can do house cleaning for a few hours and it can earn us some extra money!

What about selling something?



It is illegal to work part-time on your off days. There is no medical insurance if you get injured while working illegally. If you are caught, you can be fined and jailed and your work permit will be revoked. You would be sent back home and not able to support your family anymore.

That is also an offence that could put us at risk



I think we should make full use of our off day to rest and recharge.

Good Idea!



I have an idea! Let's make use of our free time to attend some courses to learn something new!

Good Idea!

# Centre for Domestic Employees (CDE)

CDE is a non-governmental organisation that can advise and assist MDWs on employment-related issues. Reach out to them if you are facing some issues at work.



**24-hour Helpline**  
1800 2255 233

**Address**  
Peninsula Plaza, 111  
North Bridge Road #04-37  
Singapore 179098

**Opening Hours**  
10am to 6pm, Monday to Thursday, Saturday and Sunday from (except Friday and public holidays)



Check out the CDE Facebook page for latest information on shuttle service and activities or membership details.

New Space at Amphitheatre @ 20 Anderson Road,  
Singapore 259978

It will be opened every Sunday from 28 Feb 2021 until the end of June from 10 am to 5 pm.

Take the **FREE shuttle bus services** from various locations and enjoy many free activities and services at the spacious centre such as handicrafts, training course discounts by CDE and their partners.

## USEFUL CONTACTS FOR EMERGENCIES

### MOM HELPLINE FOR MIGRANT DOMESTIC WORKERS (MDWs)

Ministry of Manpower  
1800 339 5505  
For assistance and advice on well-being, salary and other employment-related matters

### OTHER EMERGENCIES

Police  
999

Ambulance/ Fire  
995

### OTHER HELPLINES

Archdiocesan Commission for the Pastoral Care of Migrants and Itinerant People (ACMI)  
9188 9162

Association of Employment Agencies (Singapore)  
6836 2618

Foreign Domestic Worker Association for Social Support and Training (FAST)  
1800 339 4357 (24 hours)

Samaritans of Singapore (SOS)  
1800 221 4444 (24 hours)

### EMBASSIES AND HIGH COMMISSIONS

Bangladesh  
6255 0075

India  
9172 9803

Sri Lanka  
6254 4595

Philippines  
6737 3977

Cambodia  
6341 9785

Myanmar  
6735 1672

Indonesia  
6737 7422  
9295 3964

Thailand  
6737 2475  
8421 0105