

INFORM

ISSUE 16 / May 2014

A Ministry of Manpower (MOM) publication specially for foreign domestic workers in Singapore

A caring FDW, A happy household



A Heartwarming Chat with Kiryani, Winner of the FDW of the Year (2013)

Kiryani, how do you feel about winning the award?

Kiryani: I am very happy and feel proud of myself. This job is very challenging, and it feels good when we get such awards. It shows that people respect us. I did not expect to win! Ma'am showed me the winners from last year and they were really good.

Mrs Chuan: Kiryani was still in shock when they announced her name! When I went to hug her, she was still confused.

Did you face any difficulties when you started work here?

Kiryani: At first it was difficult to care for Chuan Chen. I always did my best, but still we did not see any improvement. But it did not stop me from trying. Another challenge I faced was speaking English. On my first day when Ma'am asked me anything, I was too scared to reply. But I learnt more by talking to Ma'am and her family and now my English has improved.

Mrs Chuan: Now she even knows Mandarin! She learnt it in China when we sent Chuan Chen for therapy. She spoke Mandarin at the markets there too.

What is your favourite part of your job?

Kiryani: Cooking! I always look at recipes in the newspaper and try cooking them for the family.

Mrs Chuan: She makes Chuan Chen her favourite food after school, like Korean noodles. When the judges came down for their assessment, they were very impressed with her cooking! She has even learnt Hainanese dishes, which my husband likes.

Have you learnt any new skills?

Kiryani: Mainly therapy skills. Actually, I want to learn computer skills. I heard you can learn more at FAST. Maybe some Javanese dance too!

▲ Kiryani, a 30 year old FDW from Indonesia was celebrated by her friends and fellow FDWs for winning the FDW of the Year Award 2013 at the 4th FDW Day held on 1 December 2013. Kiryani's dedication and care towards her employer's daughter Chuan Chen, a young lady with cerebral palsy, moved the judges. In fact, when Kiryani was announced as the winner, there was someone who was more excited than she was. It was Mrs Chuan, Kiryani's employer. Kiryani and Mrs Chuan shared their heartwarming thoughts with us in an exclusive interview.

Do you have any advice for fellow FDWs?

Kiryani: Be patient, hardworking and understanding towards your employer. Sometimes you may not like doing certain tasks, but at the end of the day, it is our job so we should do our best.

TIPS

HAVE A POSITIVE
WORK ATTITUDE
AND ENJOY A GOOD
RELATIONSHIP WITH
YOUR EMPLOYER.

- **PERFORM** your daily duties diligently.
- **SHOW** willingness to learn.
- **ASK** your employer to explain any instructions you do not understand.
- **LISTEN** carefully and carry out your employer's instructions to the best of your ability.
- **LEARN** new skills.
- Try your best to **ADAPT** to your new environment.



Dealing With *Stress*

Everyone experiences stress at times. For foreign domestic workers who have never lived or worked in a city before, you may suffer from homesickness being away from your loved ones. Being new, you will need time to learn before you can do your work well. But this is normal, and you will feel better when you get used to your work.

If you have a problem, sharing it with others who have had similar experiences may help you find a solution and will make you less stressed or alone. Talk to your friends or your family.

Adopting healthy habits can protect you from the harmful effects of stress. Follow these tips to keep stress under control.



Are you feeling stressed?

1 Look After Your Health

A healthy body is a natural defence against stress. Eating and resting well ensures better health and a sense of well-being. Regular exercise helps to build physical and mental strength against stress.

- Engage in activities you enjoy
- Talk to your employer, family or friends
- Manage your time well
- Start a diary or write letters to INFORM to express your feelings

2 Use Stress-Coping Strategies

It is important to adopt good and effective habits to manage stress. Some examples of effective coping strategies are:

3 Have Goals, Dreams & Passion

Goals provide us with a sense of direction and perspective. With a clear focus and passion, you will feel a greater sense of control and purpose in life.

The following list highlights some of the signs and symptoms of stress which you should look out for.

Physical

- Headaches
- Fatigue
- Stomach upsets
- Dizziness

Cognitive

- Forgetfulness
- Poor concentration
- Mental block

Emotional

- Anxious/Worry
- Irritable
- Depressed/Moody
- Restless

Behavioural:

- Sleep problems
- Crying
- Poor appetite
- Withdrawal

REMEMBER:

You must remain positive even when you face issues at your employer's home. Do not do anything to harm yourself or others. If you need someone to talk to, there are various channels of help available for you: MOM FDW Helpline (1800-339-5505), FAST's 24-hour FDW Helpline (1800-339-4357) or SOS (1800-221-4444).

(Advisory by the Singapore Police Force)

Phone *\$SCAMS\$*

Many foreign work pass holders have become victims of phone scams. We would like to take this opportunity to share with you how you can avoid being a victim too.

There are many types of phone scams, many of which involve scammers who try to trick victims into sending money to designated local or overseas bank accounts. These scammers may try to convince you into believing that they are someone you know or trust.



Examples of phone scams:



Lottery Scam - Scammers inform victims that they have won a prize in a lottery or lucky draw. Scammers will then ask victims to make payment(s) for administrative purposes or taxation before they can claim their 'prizes'.



Impersonation Scam - Scammers will impersonate Singapore Government officials (e.g. police officers, officers from the Immigration and Checkpoint Authority (ICA), court officials, etc) and accuse victims of being involved in various kinds of criminal offences. The scammer will then ask the victim for money in order to be spared from criminal proceedings.

To avoid being the next phone scam victim, you should:

- Always be wary of phone calls from strangers;
- Do not transfer any money via remittance agencies, banks or any other means to anyone you do not know; and
- Call the Police immediately at '999' to report the case.

Remember to share these crime prevention measures with your employers so that they can avoid becoming victims of such scams too.

(ARTICLE CONTRIBUTED BY THE SINGAPORE BOTANIC GARDENS)

Sharing Our Green Spaces

The Singapore Botanic Gardens, with its lush green lawns, is the choice for many locals and tourists, as well as foreign domestic workers who wish to enjoy the outdoors on their rest days. With so many people visiting the Gardens, it is important we all do our part to make the Gardens a wonderful experience for everyone by following a few simple rules.

GARDENS' ETIQUETTE 101



Do not smoke. Help keep the Gardens smoke-free.

The open lawns at the Gardens are perfect for a picnic! Avoid picnicking in office buildings and under shelters or sheltered passageways. Shelters and passageways are for all visitors, so be considerate and share them with everyone.



Help protect the Gardens' plants so that these treasures can continue to thrive and grow for all visitors to enjoy.

Help maintain peacefulness of the Gardens by not playing loud music that might disturb other visitors.



Be socially responsible if you drink. It is important to behave appropriately as the Gardens is open to the public.



The Gardens' power points are only for official use; Do not use it to charge your personal electronic devices.

Washrooms meant for visitors in wheelchairs should not be misused.



Do not pitch any tents in the Gardens. Camping is permitted only at designated camping areas in East Coast Park, Pasir Ris Park and West Coast Park. Do apply for a Camping Permit at any AXS stations.

Help keep all public areas clean, including sheltered areas. Place food waste in plastic bags and dispose of them in the litter bins provided. Keep our washrooms clean and dry for the next visitor.



➔ For information on Singapore Botanic Gardens, visit www.sbg.org.sg and www.facebook.com/SingaporeBotanicGardens.

28th SEA Games Singapore 2015: Celebrate the Extraordinary

(Article contributed by the Singapore Sports Council)

Singapore is honoured to be hosting the 28th SEA Games in 2015. Records will be broken and sporting history will be made in this 12 day sports event which will take place from 5 to 16 June 2015. Will Sinag Pilipinas clinch the men's basketball gold medal again? Or will Christopher Ulboc Jr. successfully defend his gold medal in the 3,000m steeplechase event he won at the Myanmar Games?



The possibilities are endless. But you can be sure that Southeast Asia's sporting heroes will do their very best.

The Games will be held at the new National Stadium @ Sports Hub, and it will be a good opportunity for you and your employer to be part of the action!



Do look out for many of the exciting SEA Games actions and programmes coming your way! Check out the SEA Games official Facebook page: www.facebook.com/seagames2015.

Courses

COURSE FEES

\$50 nett per FDW inclusive of 1 lunch and 2 tea breaks

COURSE VENUE

10 Raeburn Park Bldg C #02-33 Singapore 088702

(All participants will receive a Certificate of Attendance upon successful completion of the training)

COURSE TIMING

9am to 6pm



BABY CARE BASICS TRAINING

What you will learn

- Carry Techniques • Sleeping positions
- Coping with crying
- Feeding, Bathing, Diapering and Burping
- Personal Hygiene • Dressing and undressing



ELDERLY CARE TRAINING

What you will learn

- Risk Factors of falls and preventive measures
- Nutrition • Elderly Hygiene • Transferring
- Aspects of caregiving in Activities of Daily Living
- Basic First Aid



DOMESTIC SAFETY TRAINING

What you will learn

- Working safely in domestic kitchens
- Enhance safety awareness in domestic kitchens
- Identify potential hazards in domestic kitchens



SPEAK UP!

The INFORM Team would like to extend our huge thanks to all those who sent us such inspiring letters! We are always happy to hear from you. We have selected 14 contributors who have each won a DataTalk \$22 Top-up Card sponsored by SingTel Prepaid. Let us take a look at what some of them had to say.

I have been working in Singapore for 5 years and had attended some courses after reading them in INFORM. I am also a volunteer in a nursing home. I want to say thank you to my employer, Mr Liow, and his mother for allowing me to achieve something in my life.
- **Jonalyn B Latigay (Philippines)**

INFORM Team – Hi Jonalyn, we are happy that you found the learning and volunteering meaningful.

When I read INFORM for the first time, my feeling of loneliness disappeared. The advice and encouragement from the articles are very useful for me. I would also like to offer an advice to all FDWs:

Treasure and value your life and your work; only then can you say that you value yourself. - **Marrinar Hkaw Wang (Myanmar)**

INFORM Team – Thank you Marrinar for your advice to inspire fellow FDWs!

I wish to thank INFORM. I had worked in other countries and am grateful to note that only Singapore celebrates and recognises the contributions of the FDWs, and even lets us win some prizes!
- **Soosai Puvana (Sri Lanka)**

INFORM Team – Hi Soosai, thank you for your compliments!

This is my first time in Singapore. I want to express my appreciation to my employer, Kak Faridah, and her family because they are always by my side when I need help. To Ma'am, thank you very much for your concern, trust and respect which you have given to me!
- **Helima Farida (Indonesia)**

INFORM Team – Hi Farida, we are glad that you enjoy a good relationship with your employer.



We would like to welcome you to write to us, share your experiences and the topics/events you want to see featured in future issues of INFORM. Send your letters to:

Media, Promotions & Education Branch, Foreign Manpower Management Division, Ministry of Manpower Services Centre, 1500 Bendemeer Road #02-01, Singapore 339946.

The INFORM Team will select the 10 best contributors to win an exclusive gift pack!



Philippine Ambassador to Singapore, Her Excellency E Minda Calaguian-Cruz, relinquished her post on 10 April 2014. Hear what she had to say to FDWs from the Philippines!

“ **Thanks to Singapore for hosting Filipinos and allowing them to contribute their skills to Singapore's productivity, and at the same time enriching further the cultural diversity in the local scene.** ”

The work places, indeed, provide the platform for skills sharing while fostering people-to-people links that create a sense of team and community. ”

Dedicated Clubhouse for Foreign Domestic Workers

A new FDW Befrienders Clubhouse has been launched. The Clubhouse, set up by the Foreign Domestic Worker Association for Social Support and Training (FAST), is located at **No. 10 Raeburn Park**. It will be open daily with special activities and events conducted every Sunday.

The Clubhouse will host befrienders gatherings where you can socialise with other FDWs and enjoy teambuilding activities. Other activities and facilities you can enjoy at the Clubhouse include seminars, fitness and aerobic classes, movie screenings, weekly karaoke sessions, access to the computer lab, a library corner and many more. Members can also participate in monthly heritage and educational tours around Singapore.

Membership costs just **S\$4** a year. For enquiries, you can visit the FAST website at www.fast.org.sg or its Facebook page at www.facebook.com/fast.org.sg, or contact FAST at **6509 1535** during office hours.



USEFUL CONTACTS

KEEP THE NUMBERS BELOW FOR HELP OR EMERGENCIES



MOM Foreign Domestic Worker (FDW) Helpline
1800 339 5505

This hotline is for FDWs seeking assistance and advice on well-being, salary and other employment-related matters

OTHER EMERGENCIES

 **Ambulance/Fire** 995  **Police** 999

OTHER HELPLINES



ACMI Hotline
6280 5424



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



Humanitarian Organisation for Migration Economics (HOME) Hotline
6341 5525/
1800 797 7977










Association of Employment Agencies (Singapore)
6836 2618



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

EMBASSIES AND HIGH COMMISSIONS

	Bangladesh	6255 0075
	India	6737 6777
	Indonesia	6737 7422 / 9295 3964
	Myanmar	6735 1672
	Philippines	6737 3977
	Sri Lanka	6254 4595
	Thailand	6737 2475 / 8421 0105