

INFORM

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



DO YOU KNOW WHAT IS ART?

Antigen Rapid Test (ART) is a simple and quick test to check for Covid-19 infection. The ART can be self-administered.

To know more, do access the following links



ART step-by-step Guide:

<https://go.gov.sg/mdwguidetoantigenrapidtest>



ART step-by-step Video:

mom.gov.sg/art-video



Featured Story:

Find out how a MDW saved an 86-year-old neighbour from the Yishun flat fire. There are also safety tips on what to do in case of a fire.

Find out more about the caregiving support for MDWs and how to receive your salary on time. Remember to always be on the alert for phishing and love scams!

MDW rushed to save an 86-year-old neighbour from a fire at a Yishun flat

Mdm Ranganathan Mouttoulatchoumy (“Mouttou”) has been working as a MDW in Singapore for 18 years. On 29 June 2021, she heard her neighbour shouting for help. It turned out a neighbouring unit had caught fire. Mdm Mouttou immediately rushed in and pulled her neighbour to safety. While saving the neighbour, she sustained superficial burns on her body. She has since recovered.



Q: Were you worried that you might hurt yourself?

A: When I rushed in to help, I wasn't thinking of anything else except to get everyone out safely.



Q: How did you feel after you realised that your selfless act had saved your neighbour from the fire?

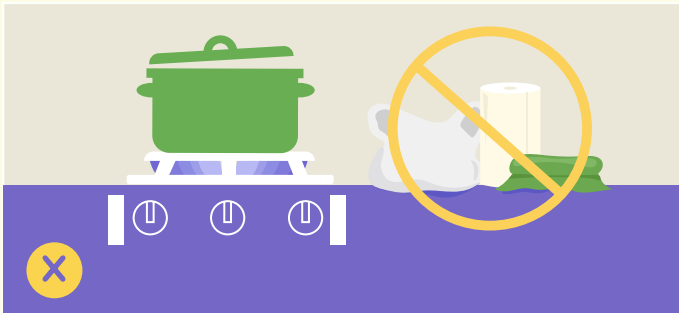
A: I only realised it when I saw how big the fire was on videos and photos. Looking back, I wondered how we managed to get out of the flat so quickly. Things were happening really fast. I felt happy and proud of myself that I had saved someone's life.



Mdm Mouttou received the Singapore Civil Defence Force Community First Response Award for her act of bravery.



Fire Safety Reminder



Do not leave plastic bags, cloths, towels, paper or other flammable materials near a cooker, lighted stove, or an open fire.



Do not leave the stove or any heated appliances



Keep paint and other flammable liquids eg. thinner in a safe container. Keep them away from an open fire and other sources of heat.

What Should You Do in Case of a Fire



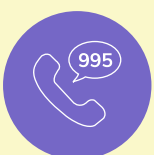
Do not panic.



Get everyone safely out of the house.



Close the door to prevent fire from spreading.



Call 995.



If your employer is not at home, call and tell him/her what has happened when you are in a safe place.



Note:

Fight the fire only if there is no risk of burning yourself or others. Use a fire extinguisher to put out the fire.

After the fire has been put out, open all the doors and windows to ventilate the area.



Beware of Internet Love Scams

Making new friends while living far away from your loved ones is normal. But you should be wary when befriending strangers online. Understand what internet love scams are and learn how to prevent them.

Crime Alert-Internet Love Scams

After befriending an attractive person online, that person might tell you a sad story. He would continue with that story to gain your trust. He will then ask for money as a proof of your love. Once the money has been transferred, the scammer would disappear.



**SINGAPORE
POLICE FORCE**
SAFEGUARDING EVERY DAY

How to protect yourself

- Do not send money to people you do not know, especially if you have never met him in person.
- Know the tell-tale signs of a fake dating profile: poor grammar that doesn't fit their stated level of education or a fake photo sourced from the internet.

To learn more about the different type of scams and how you can protect yourself and your loved ones from being victims of crime, scan the QR code for more information.



Beware of Phishing Scam

Phishing is a type of cyber attacks that use deceptive emails and websites to steal your sensitive information, such as bank account information, credit card details, etc. Phishing scams are on the rise. Learn how to protect yourself from these scams.

Signs of a phishing scams

- Wrong grammar or unusual words, imitating legitimate sites.
- Suspicious attachments with unusual requests or threats.
- Unusual calls/messages from an international phone number.
- If unsure, contact 1800-722-6688 (Anti-Scam Helpline) for more information.



How to protect yourself

- Do not give out your personal information or reveal your password.
- Do not transfer money to strangers.
- If the caller or emailer claims to be from an organization(eg. Police), call the organization directly.
- Go to www.scamalert.sg for more info.

Receiving your salary every month, on time



Your employer is required to pay your salary within 7 days of your last salary period.

For example:

If your salary period ends on the 10th of the month, your employer must pay your salary by 17th of each month.

Your employer is not allowed to safekeep your salary. Do not ask them to safekeep your salary as well. You should open a bank account so that your employer can transfer your salary to you electronically. Ask your employer if you need assistance to open a bank account.



Outstanding Salary Payment at the end of your employment term

If your employer owes you any money before you return home, you must ask him/her for your salary.

If your employer does not pay your salary and you are at the airport or other checkpoints, you should:



① Inform your Employment Agency.



② Call MOM MDW Helpline (1800 339 5505).



③ Approach any immigration officer.

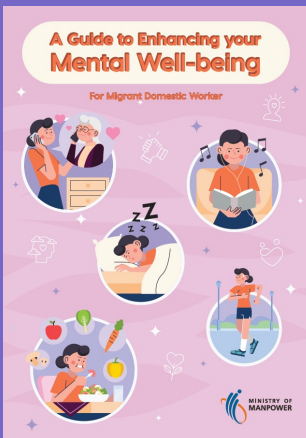


Caregiving Support for the MDWs

MDWs tend to overlook their personal self-care as they perform caregiving duties. Remember, it is equally important to dedicate some time to protect your own mental and physical well-being.

A Manage Stress and Exercise Self-Care

There are various activities you can do to manage stress and exercise self-care. You can join activities offered by Foreign Domestic Worker Association for Social Support and Training (FAST) or Centre for Domestic Employees (CDE).



Want to know how to better manage stress and cope with challenging situations? Download a copy of "A Guide to Enhancing your Mental Well-being" for MDWs.



<https://go.gov.sg/mdwmentalwellbeing>

B Communicate with your Employer

MOM encourages employers and MDWs to practise open communication with one another.

Fostering a sense of mutual trust and respect can help prevent misunderstandings and resolve disputes between you and your employer.

If you require assistance you can seek help from your employment agency or via dispute resolution services offered by FAST or CDE.



Did you know?

From 1 December 2021, MOM requires all employment agencies to conduct post-placement checks on MDWs and their employers to ensure that both parties have settled smoothly into the new working relationship.



Take Note!



MOM takes all allegations of abuse seriously and the Police will conduct an investigation. Unfortunately, there have been instances of MDWs making a false allegation against their employers. The Police and MOM will not hesitate to take firm action against such MDWs.



C Helplines available

If you feel that you or your friend need professional help on counselling, you can seek help from the following organisations.

 Mental Health Organisations:	 Contact No.
Singapore Association for Mental Health (SAMH) provides counselling services for people who are emotionally affected.	1800-283-7019 (toll-free)
Samaritans of Singapore (SOS) provides emotional support for those in distress.	1800 221 4444 (24 hours)
Singapore Counselling Centre provides a wide range of counselling and psychological services to mitigate stress and overcome the various issues of life.	1800 221 4444 (24 hours)
Silver Ribbon provides counselling service to persons with mental health issues and their caregivers to understand why they are delaying or defaulting their treatment.	6386 1928

 Non-Governmental Organisations:	 Contact No.
The Centre for Domestic Employees (CDE) provides basic face-to-face counselling for both MDWs and their employers regarding employment-related matters.	1800 225 5233 (24 hours)
Foreign Domestic Worker Association for Social Support and Training (FAST) provides helpline and Befrienders Service to help MDWs who are in trouble or in distress.	1800 339 4357 (24 hours)

Free CDE Membership

The Centre for Domestic Employee (CDE) is a Non-Governmental Organisation that provides employment-related assistance and advice to migrant domestic workers (MDWs) and employers.



(Photo taken pre-covid period)

CDE has a membership programme offering various benefits with their partners, such as hairdressing, courier and medical services, etc. Membership is free to all MDWs working in Singapore!



Find out more about CDE Membership here

Scan the QR code or use the link <https://www.cde.org.sg/cdemembership> to join!

USEFUL CONTACTS FOR EMERGENCIES

MOM HELPLINE FOR MIGRANT DOMESTIC WORKERS (MDW)

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

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

