

TEAM



Changi
General Hospital
SingHealth

CARE

EASING INTO PHASE 1: SAFE RE-OPENING

#SGUNITED #COPINGWITHCOVID19



This resource was originally created to support SingHealth staff.
Information has been updated to benefit the wider community.

ABOUT US

Department of TRaCS is committed to:

- Provide consultation, training and counselling services to build human resilience, enhance emotional support during crisis and improve mental health literacy at the workplace.
- Conduct research on human resilience to develop practice-informed training for organisations.
- Collaborate with industries, both local and overseas, to customise and equip them with sustainable solutions to build organisational resilience.

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**"THE WORLD AS WE HAVE
CREATED IT IS A PROCESS OF
OUR THINKING. IT CANNOT BE
CHANGED WITHOUT CHANGING
OUR THINKING."**

ALBERT EINSTEIN

As Singapore gears up to ease into Phase 1 after Circuit Breaker measures, it might be a good time to take stock and reflect on our experiences and address our current needs.

This guide aims to share the possible reactions that we might experience as we ease into the next phase of changes, and practical considerations we may wish to empower ourselves with.



ACKNOWLEDGE YOUR UNIQUE EXPERIENCES

While all of us were affected by COVID-19 and the circuit breaker measures, the impact to our lives is unique and so are our reactions. We hope you will be able to find some commonality with the broad categories identified below:



"Anywhere
can work"
colleague

"Everyday
hero"
colleague

"No task
too small"
colleague

IMPACT TO WORK

"Anywhere can work"
colleague

DOES THIS SOUND FAMILIAR?

- Able to continue with existing work tasks but with alternative work arrangements?
- Required to make some changes to work routine and family care arrangements due to safe distancing measures?



POSSIBLE REACTIONS MOVING FORWARD

"Anywhere can work"
colleague

- Grief over loss of flexibility in schedule
- Fear of returning to physical work spaces & the risk of infection
- Worries about impact of changes to newly found family routines
- Increased empathy, respect & understanding for colleagues in essential services



CONSIDERATIONS FOR STAFF

"Anywhere can work"
colleague

Offer kindness
to self and
colleagues as
everyone
adjusts to
changes

Be willing
and open to
share with
your team on
challenges
faced

Follow safe
distancing
measures
closely for
some sense
of control



CONSIDERATIONS FOR SUPERVISORS

Hold frequent conversations to find out needs and concerns of staff returning to physical workspaces

Encourage staff to share and seek help/assistance to mitigate potential challenges early

Keep changes small and in phases so that enough time is provided for staff to adapt and adjust

"Anywhere can work" colleague



IMPACT TO WORK

DOES THIS SOUND FAMILIAR?

- Taken on new task or had to readapt in this current situation?
- Had to learn new skills or find alternative uses of new skills?
- Discovered a new interest and passion in the new task assigned?

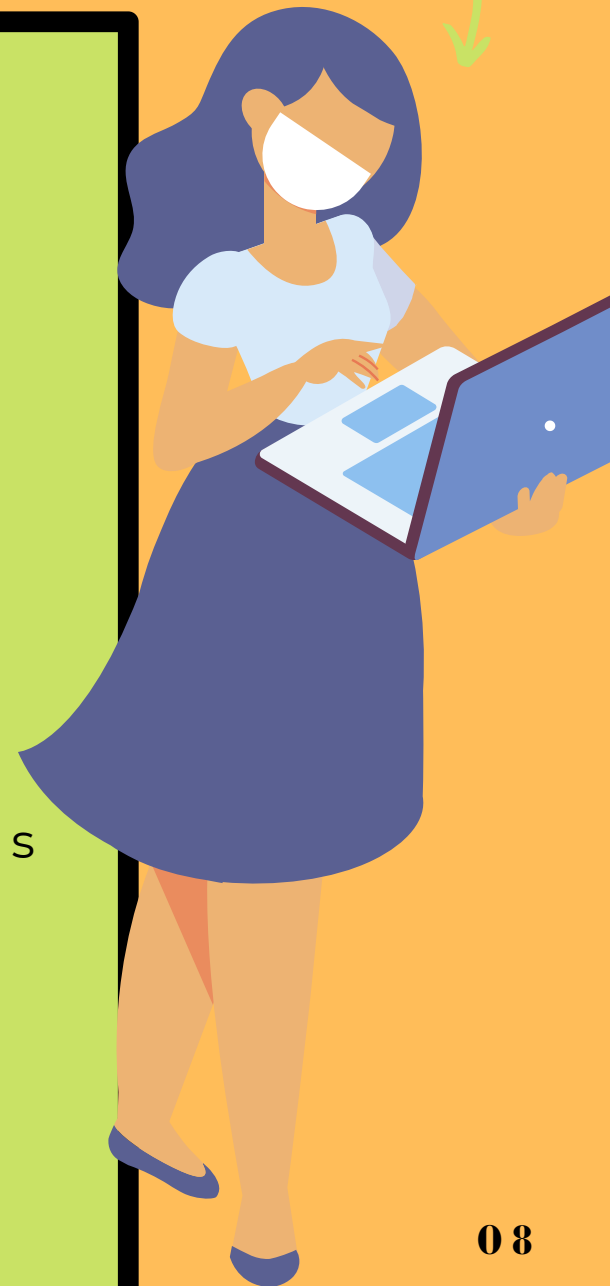
"No task too small"
colleague



POSSIBLE REACTIONS MOVING FORWARD

"No task too small"
colleague

- Developed irritability and frustration over constant changes
- Readjusting to interacting with others in person while maintaining a safe distance
- Grateful for being able to continually contribute to the health and welfare of colleagues and community



CONSIDERATIONS FOR STAFF

"No task too small"
colleague

Rekindle
working
relationships
with colleagues
to better
understand
their current
needs

Engage in
self-care
activities to
ensure mental
well-being is
taken care of

Offer kindness
to self &
colleagues as
everyone
adjusts to
changes

Reflect on what
contributed to
the pleasant
emotions
experienced and
how to bring to it
forward to future
endeavours



CONSIDERATIONS FOR SUPERVISORS

"No task too small" colleague



Start a new routine of sending reminders on adhering to new instructions for staff to be familiarised with changes

Build a culture of care and open communications to help staff adapt to changes without affecting their well-being



IMPACT TO WORK

"Everyday hero"
colleague

DOES THIS SOUND FAMILIAR?

- Work deemed as essential services?
- Increased demands and changes experienced in the current situation?
- Working longer hours?
- Working tirelessly so as to not burden other team members?



POSSIBLE REACTIONS MOVING FORWARD

"Everyday hero"
colleague

- Heightened fears & anticipation of second wave of infection
- Increased incidents of illness and fatigue
- Developed a shared bond with those in similar situations
- Appreciation of practicing self-care to sustain energy & efforts



CONSIDERATIONS FOR STAFF

"Everyday hero"
colleague

Empower self &
team members
to schedule a
short self-care
activity within
work schedule
to build a
manageable
routine

Continue to
find ways to
bring joy to
each other at
work to boost
team morale

Identify
burnout early
in self or
others by
learning about
the possible
signs and
symptoms



CONSIDERATIONS FOR SUPERVISORS

Continue to show appreciation for staff's efforts & contributions

Communicate factually & with certainty to avoid speculations

Reframe any negative perception of seeking psychological and emotional support to encourage help-seeking behaviours

"Everyday hero" colleague

Encourage provision & use of psychological and emotional support services



NEED A LISTENING EAR: REACH OUT!

You may also wish to find out if there are any peer support systems or Employee Assistance Programme in your organisation.



NATIONAL CARE HOTLINE
1800 202 6868

NCSS MENTAL HEALTH RESOURCE DIRECTORY



EQUIP MYSELF

Check out ReXilience courses to further improve supporting skills:



For more information

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