

# Engaging Service Users

## 1. How Do I Engage With Service Users?

### Persons with Disabilities (PWDs)

Refer to the [Enabling Guide](#) for useful resources, assistance and activities for PWDs and their caregivers in this period.

### Children & Youth

Refer to the [SG Youth Action Plan](#) to engage youths and prepare them for a post COVID-19 world.

### Seniors

Refer to AIC's suggested [list of activities](#) for seniors and [NUH's Covid-19 Resource Guide](#) for useful resources.

You can refer to MSF's [info-pack](#) to find out how families can be supported during COVID-19.

## 2. How Do I Engage Service Users Remotely?



Phone conversations



Regular check-ins via video conferencing tools



Online befriending



Online group activities



Online tuition/classes



Online counselling  
Click [here](#) for useful tips

**NEW!**



### 3. How Do I Handle The Personal Data Of Service Users?

- Adhere to this [list](#) of Data Protection Obligations when handling personal data of service users, volunteers and donors. Refer to Personal Data Protection Commission's [guidelines](#) for more information
- Here are some [useful tips](#) by COC to protect data while communicating with service users through email
- **NEW!** To ensure that your data protection policies and processes are updated, you may tap on NCSS Data Protection Funding to do so. More information on the fund can be found [here](#). SSAs can also learn from [Law Society Pro Bono Services](#) on how to minimise operational and governance risks in data protection for your organisation with staff and/or volunteers working remotely from home.



#### Ensure data to be sent is correct

Check to ensure the right documents and/or right data are attached or embedded before sending the email.



#### Ensure destination address is correct

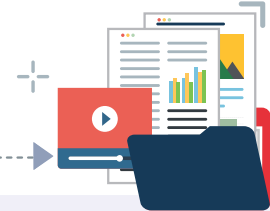
When sending mass emails, consider using mailing lists to avoid manual data entry errors.



#### Ensure only the relevant data is disclosed to the recipients

When sending mass emails, place recipients' email addresses in 'bcc' field to avoid disclosing their addresses to all other recipients of the email.

Consider whether it is necessary to send the entire set of data to all recipients and whether the relevant data can be extracted instead.



#### Ensure relevant measures and good practices

To ensure relevant measures and good practices are in place to protect and secure the electronic personal data of your stakeholders, refer to the [Data Protection Guide for Charities](#).



NEW!

# Good Practices

Let's hear from SSAs who have engaged service users in creative ways!

## Shan You 25 for Our Community

Shan You Counselling Centre has recently launched Shan You 25, a mental wellness initiative to support full-time students, seniors and unemployed persons in the community. This initiative aims to support the individual's psychological and emotional resilience during the COVID-19 pandemic as he/she faces a multitude of challenges in daily lives. The programme includes five individual counselling sessions by professional counsellors and psychologists at subsidised rates for Singapore Citizens or Permanent Residents. For more information on counselling services or to apply for Shan You 25, please email [counselling@shanyou.org.sg](mailto:counselling@shanyou.org.sg) or call 6741 9293.

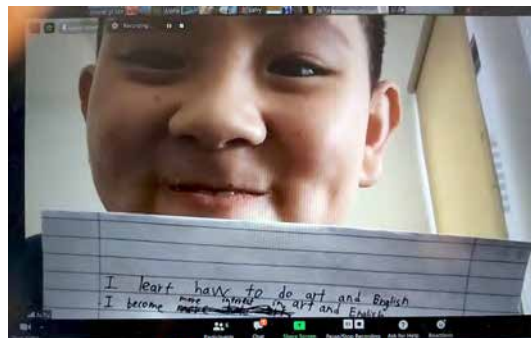


## FaithActs KidsLEAP Online

With the help of volunteers, FaithActs was able to engage the children through the use of video-conferencing for their English Literacy programme, KidsLEAP.



FaithActs expanded the programme to guide the children in adjusting and adapting to the new normal, focusing a portion of the lessons on the children's well-being and taught them valuable life skills such as time and stress management, as well as safety measures in the virtual world.



Please also view the [video](#) featuring Care Corner, Blossom Seeds and St Luke's Eldercare, on how they have adapted to engage service users in creative ways during COVID-19.

Please refer to NCSS's [webpage](#) for latest information and advisories on COVID-19.

If you would like to contribute resources, innovative ideas and useful tips to help other SSAs deal with COVID-19, please share them [here](#).

