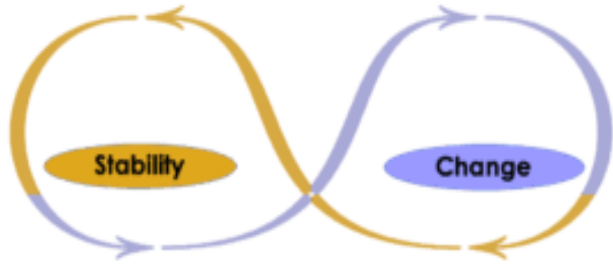


AIC Workplace Well-being

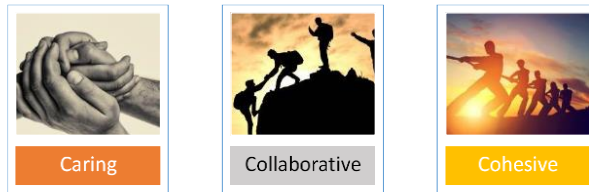
16 Jan 2023

Vision Zero Pledging Ceremony at WSH Forum for Healthcare 2023

What We Are Focusing On for AIC

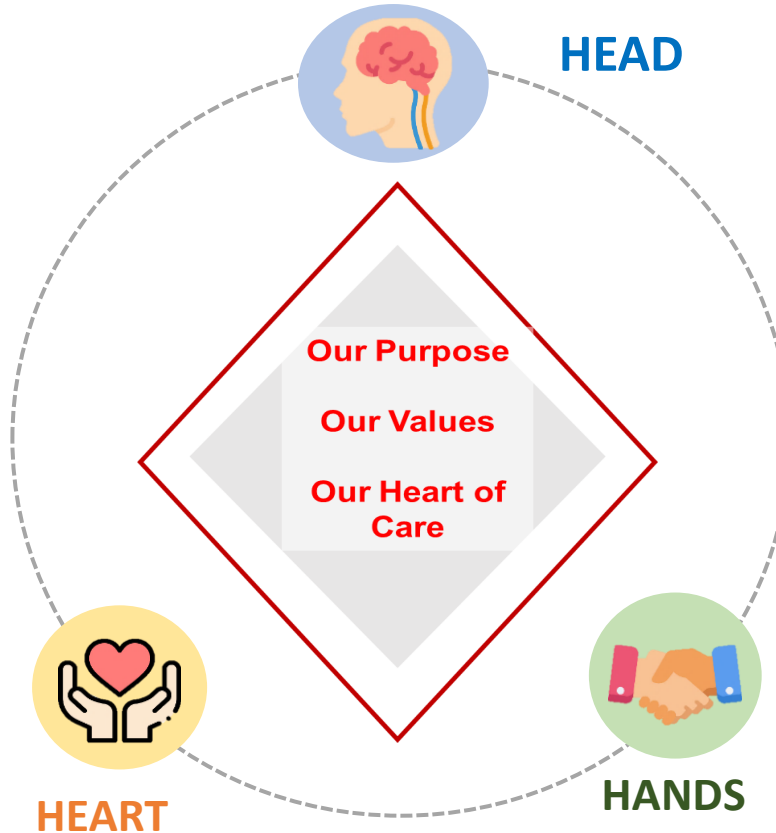


Transforming & strengthening our capabilities,
while anchoring ourselves on our **Head, Heart and Hands**



OUR AIC CULTURE

Anchoring firmly on our **values**
and **culture** but focusing on
creating **employee value**
proposition and sense of
belonging to #OneAICFamily



HEAD

Anchoring on our **purpose, mission**
and vision, but focusing on
strengthening our core and
transforming for the future

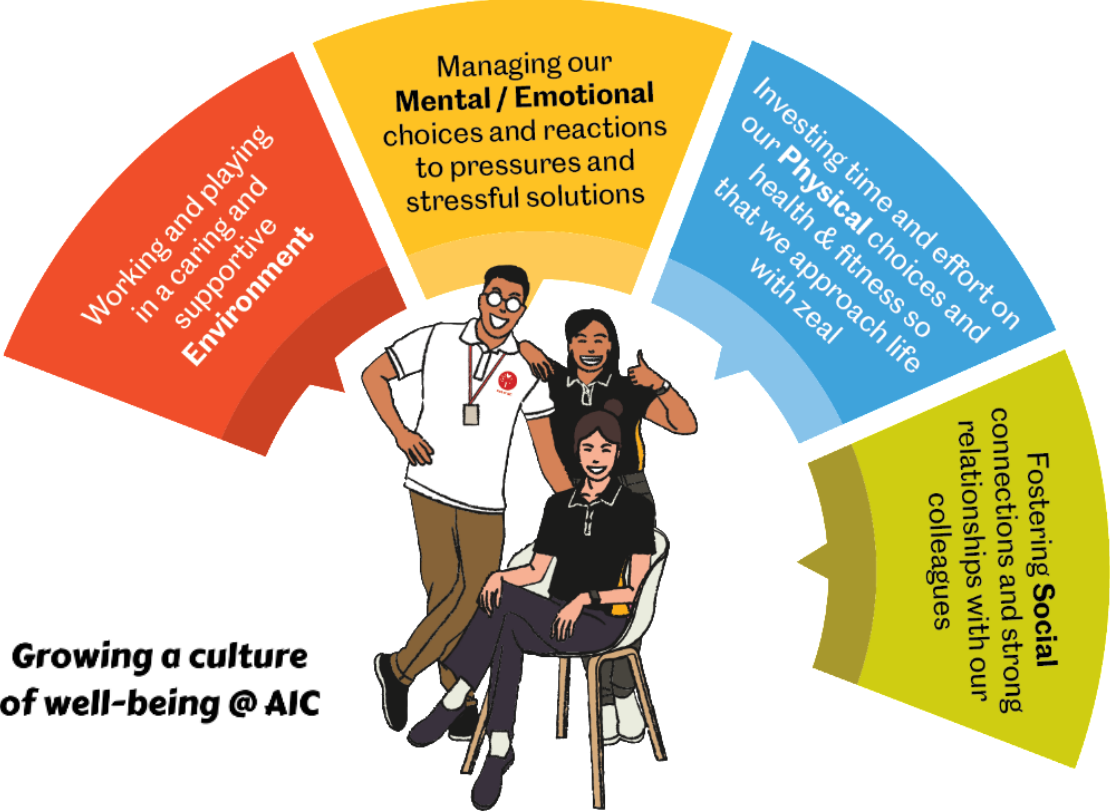
HEART

HANDS


Developing and caring for our
staff and partners, but
focusing on building **our heart**
of care, innovation and
collaborations ahead

Heart of Care

AIC's Well-Being @ AIC Framework and our Pledge



RESTRICTED, SENSITIVE (HIGH)

**WELL-BEING
IN AIC**


A Pledge for Mental Well-being by our leaders in AIC


AIC's Senior Management Team is committed to make workplace well-being a strategic priority, and to take ownership of our staff's mental health as a fundamental responsibility in order to make our workplace a better place for everyone.

— “









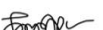





“We, undersigned, pledge that we will champion mental well-being for ourselves, our teams and all of AIC.”

— ”



**WELL-BEING
IN AIC**

A Pledge for Mental Well-being by representatives from the Senior Leadership Team

| | | | | |
|--|---|---|--|--|
|  Tan Kwang Cheak CEO |  Noel Cheah Deputy CEO |  See Yen Theng Caregiving & Community Mental Health Division (CCMHD) |  Wong Loong Mun Care Integration & Operations Division (CIOD) and Customer Experience Department (CED) |  Carol Choi Finance & Procurement Division (FPD) |
|  Kelvin Lim Grants Division (GD) |  Hagen Ong Human Resource Division (HRD) |  Soh Keng Taan IT, Innovation & Digitalisation Division (I2D2) |  Derek Tan Manpower & Talent Division (MTD) |  Winifred Lau Primary & Community Care Development Division (PCDD) |
|  Heidi Rafman Quality & Productivity Division (QPD) and Healthy Ageing Department (HAD) |  Chern Slang Jye Sector & Partnerships Division (S&PD) and Care System Integration Division (CSID) |  Sim Tiong Kian Silver Generation Division (SGD) and Central Planning Operations Department (CPOD) |  Ong Yunn Shing Strategy, Research & Data Division (SRDD) and Governance, Risk & Legal Department (GRLD) | |

How we are Supporting Staff: Well-Being Activities

Mental / Emotional

Organisational Level

- Wellbeing Steering Committee (WSC)
- AIC World Mental Health Day
- Hybrid or Work Away from Office way of working

Support Networks for Staff

- Peer Supporter and Leaders Network
- Employee Assistance Programme
- Wellbeing Talks and programmes
- AIC mindline at work

Leadership

- Leading by example
- Engagement via workplace, monthly kopi chats and small groups AIC In Conversation

Peer Supporter Network (PSN) 56 staff volunteers

AIC Peer Supporter
How Far You Have Come?

WE WANT TO LISTEN
Life always has its ups and downs for everyone. All of us are bound to feel and think too much when things get hard sometimes. You are not alone.

Our peer supporters are always here for you!

AIC peer supporters

| CCMHD | SGD | GD |
|----------------|-----------------------|-----------------|
| Alex Toh | Siti Kusminah | Klarissa Yow |
| Frederick Seah | Steven Kee Hong Cheng | Lim Fang Jun |
| Jael Lai | Raymond Teo Zhi Wei | Renee Kuah |
| Julia Foo | Nur Hafizah | Navin Elankovan |
| Melissa Tan | Kwek Yan Ling | |
| Micole Soh | Christina Koh | |
| Tan Hong | Patricia Soon | |
| Juline Toh | Justina Lee | |
| | Nur Hidayah | |
| | Sean Koh | |
| | Stephen Pang | |
| | Rajeswary Vijay | |
| | Tan Teck Ming Bernard | |
| | Dewi Sharaini | |
| | Valerie Quek | |
| | Steven Kee Hua Cheng | |
| | Koh Tak Yang | |
| | Tan Ghim Leng | |
| | Sheena Ong Say Khwee | |
| | Desmond Ang | |
| | Serene Leo | |
| | Tan Siok Hwee | |
| | Simon Hoe | |
| | Xavier Heah | |

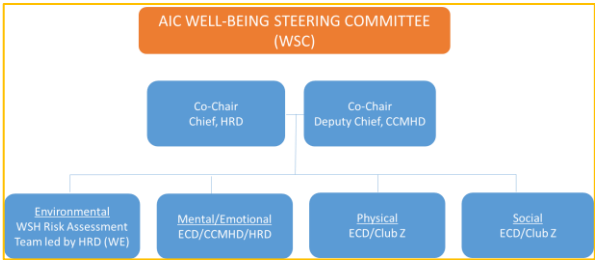
Along with AIC's trusted Peer Support Leaders

DOMINIC LIM FAN LOO CHING FELICIA WILLIAMS
JED WONG NOOR HASLINDA SURIYA VARMAN

Mindful Hydration

This is a really simple exercise, involving nothing more than a glass of water

AIC



HOW TO DEAL With loneliness
When You Work from home

The Loneliness Guide

1. Identify your strength and weakness

2. Get to know YOURSELVES

3. Fill up your TIME

4. Silence your inner critics

5. Create a Support System

6. What's missing in my life?

7. How to embrace loneliness?

8. How will loneliness affect your body?

9. Do things that you never try before

10. Move out from your COMFORT ZONE

11. Lack of human contact

12. Stop Isolating Yourself

13. Are you experiencing loneliness or low self-esteem?

14. Practice Self-compassion

15. Who are the people in your life who provide you with emotional or practical support?

16. Ask Yourself

17. Ask Supporter

AIC WORLD MENTAL HEALTH DAY
"Experiencing Rest as We Care"
7 Oct 2022

Welcome to our lunch talk by SACS as we lead up to World Mental Health Day 10 Oct.

Kopi Chat with KC

Tune in to the Kopi Chat happening at 9am, where KC will share on our continued commitment to making our workplace well-being a priority.

As we mark World Mental Health Day, we are pleased to have with us Dr William Wan (General Secretary, Singapore Kindness Movement) to share on kindness at our workplace. Dr Wan is an inspirational speaker, don't miss the opportunity to hear from him! You may even win one of his new books!

Dr William Wan is the General Secretary of Singapore Kindness Movement and a Justice of the Peace. A lawyer, theologian and psychotherapist, he has taught at universities, practised law, pastored churches, and managed law firms, higher education institutions and psychiatric hospitals. In addition, he actively contributes to several non-profit organisations and government-related committees.

He is Chairman of the Community Advisory Panel, Co-Chair of SACS Culture-Building Workgroup and VP of the Singapore Social Association.

He is a public speaker and published author. His current book, launched on 11 May 2022, is 'Making Kindness Our Business', which is now available on the Singapore Kindness Movement and at bookstores.

mindline at work | wysa

Positive mind, better work

Your happiness at work doesn't begin and end at the workplace. It permeates into your life after work as well. An overall positive outlook on life will help you stay happy, and better equipped to take on all the challenges that come your way.

Just a shift in perception and mood can have an amazing effect on your interaction with others, both at work and outside.

Scan the QR code to explore to make the shift to a positive and happier state of mind.

Employee Assistance Programme

SACS
Singapore Anglican Community Services

Employee Assistance Program (EAP)

HOTLINE (enquiries)
Mon - Fri (9am to 5pm)
8608 8126

PHONE Consultation
8608 8125

EMAIL Consultation
FACE-TO-FACE Consultation / Virtual
Mon - Fri (9am to 5pm) • Sat (9am to 1pm)
For emergencies after office hours, please call the Samaritans of Singapore at 1800-221-4444

Hotline (enquiries) / Phone Consultation/WhatsApp: 6339 5411*

Email Consultation: counselling@sacs.sg

Face-To-Face/Virtual Consultation: By appointment (Please call hotline to make an appointment)

For emergencies after office hours, please call the Samaritans of Singapore at 1800-221-4444

*Mon - Fri (9am to 5pm); Sat (9am to 1pm)

How we are Supporting Staff: Well-Being Activities

Physical

- Wellness Wednesday Tips
- Wellness Virtual Sessions
- Wellness Talks
- Wednesday Exercise Hour
- Interest Groups (sports-related/outdoor activities)
- Gym membership passes
- Special Event eg. Charity Walk
- Healthy Snack Day

5 MENTAL HEALTH BENEFITS OF EXERCISE

They say you're only one workout away from a good mood—and actually, science agrees. Here's how exercise improves your mental health.

EXERCISE REDUCES STRESS.
Among adults who exercise to manage stress, **62% say it's effective.**

EXERCISE IMPROVES MOOD.
People who work out even once a week or for as little as **10 minutes** a day are more cheerful than those who never exercise.

EXERCISE IMPROVES CONFIDENCE.
Studies show that physical activity is connected to **higher self-esteem.**

EXERCISE GIVES YOU A CHANCE TO SOCIALIZE.
People who exercise with a friend, spouse, or co-worker are **happier** and enjoy exercise more.

EXERCISE TEACHES YOU HEALTHY COPING MECHANISMS
Up to **75% of people** report using exercise as a coping mechanism.

Play a part in supporting Mental Wellness Campaign as #OneAICFamily

Make a donation!

On top of matching staff donations, our AIC SMT has committed to walk 500km collectively!

Practice Self-Care & Bond with colleagues through exercise!

Join us for the walk on 24 June!

Our fundraising target: **\$10,000**

Here's what YOU can do!
Make a donation and/or register for walk*

IMPROVE YOUR WELL-BEING FOR A HEALTHIER YOU!

Utilise the Wellness Hour every Wednesday, 5 to 6pm to exercise and indulge in some self-care.

Do continue to join us in the following virtual activities in June and July. Do grab your colleagues and join in together!

TABATA

Team Axis will lead you through the Tabata training - a high-intensity interval training to help you burn more calories!

Date: Wed, 23 Jun 2021
Time: 5 to 6pm

SCAN THE QR CODE TO REGISTER YOUR INTEREST. ZOOM LINK WILL BE SENT CLOSER TO THE EVENT DATE.

EMOTIONAL INTELLIGENCE AND EMPATHY, A KEY INGREDIENT IN POSITIVE RELATIONSHIPS

Join Ms Joy Hou, registered Psychologist from EmpathyWorks Psychological Wellness, to learn practical ways to develop and demonstrate empathy.

Date: Wed, 7 Jul 2021
Time: 5 to 6pm

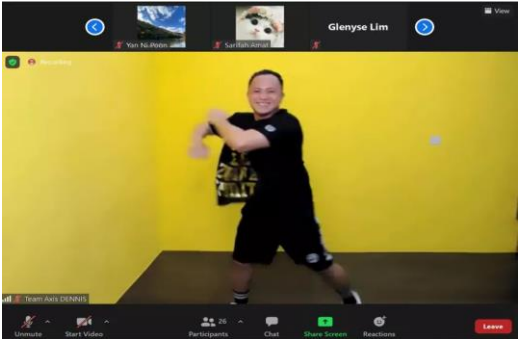
SCAN THE QR CODE TO REGISTER YOUR INTEREST. ZOOM LINK WILL BE SENT CLOSER TO THE EVENT DATE.

NEW YEAR, NEW YOU LET'S GET FIT!

Take this chance to kickstart your fitness journey! Sign up to redeem 2 passes* to any of the F45 gym outlets below!

Ang Mo Kio: 51 Ang Mo Kio Ave 3, #03-01, Big Mac Centre, Singapore 569922
Boat Quay: 75 South Bridge Rd, Singapore 058702
Jurong: 10 Science Centre Rd, #01-01 Singapore 609079
Mapherson Ubi: 10 Arumugam Rd #01-01, A LTC Building, Singapore 409957
River Valley: 372 River Valley Rd, Singapore 248280
Sembawang Central: 604 Sembawang Rd #B1-21, Sembawang Shopping Centre, Singapore 758459
Serangoon Gardens: 11 Lichfield Rd, Singapore 556831
Siglap: 52 Burnfoot Terrace, Singapore 459838
Tiong Bahru: 261 Outram Rd, Singapore 169057
Upper Thomson: 183 Upper Thomson Road #B1-02/03, Longhaus, Singapore 574429

Sign up via this QR code or link to reserve your slot!
<https://tinyurl.com/aicf45>
*Limited to 2 passes per staff
*Based on first-come-first-serve basis



CLUB Z presents:
Happy Food, Healthy Mind

YUMMY TUESDAY

21 & 22 Nov (Mon/Tue)

We will be sending you cereals + low fat milk

Brought to you by: CLUB Z

How we are Supporting Staff: Well-Being Activities

Social

- AIC Teambuilding Fund
- AIC Signature Teambuilding Programme 2022
- Fantastic Fridays
- Festive Events

Fantastic Friday
(connect within/across teams)



Reflection, Connection & Collaboration

Days can be hectic when we are engrossed with work, family and other matters all happening at the same time. In spite of that, our well-being remains important.

Today is Fantastic Friday!

We encourage you to keep it as a meeting free afternoon to allow time for personal Reflection, Connection within teams and Collaboration across teams.

Make today intentional and close off this week on a positive note





AIC CHRISTMAS PARTY

Come enjoy some **FINGER FOOD**

Special programme by **Fei Fei and AIC team**

Charity bazaar featuring products made by our colleagues

Exquisite items available through **silent auction**

Save the Date :
Wednesday , 14 Dec 2022
11.30AM to 2.00PM

VENUE :
For the first time, we will bring X'mas to our satellite offices.

Party will concurrently happening at the 7 locations

- MND Foyer
- Aljunied (Tech View Office)
- Tanjong Pagar
- East Coast
- Mariling-Yew Tee
- Jurong
- Holland-Bukit Timah

Club Z Presents...

AIC CNY LOHEI

30 JAN | Jurong SO and East Coast SO
1 FEB | Pasir Ris Punggol SO
2 FEB | MND and 77R

Lunch is provided. More details will be released soon.
See you there!

How we are Supporting Staff: Well-Being Activities

Environment

- Risk Assessment, 6S Training for appointed members & leaders
- Workplace Health & Safety using '6S' methodology



Safety



Sort & Scrap



Straighten



Shine & Service



Standardise



Sustain

6S Competition 2 Aug – 14 Sep 2022



Before



After



Community Care Sector Focus on Staff Well-being

Examples of Community Care Initiatives to address staff well-being



- Wellness walk
- Staff self-Initiated soccer team, involving elderly
- Farmers’ Market where fresh produce was brought to staff to pick and choose at no cost.
- Care pack and staff meal arrangement during Covid-19 times
- Online sharing sessions (Nutrition Talk, Healthy Cooking, Brain Gym and more)



Credit to Dementia Singapore

Emotional Well-being

- Engagement with managements and leaders
- Access to professional counselling support service
- Online sharing sessions (Mental Health – A Discovery towards self and silent killer, Choosing “Mindful” over “Mind-Full” and more)

Social Well-being

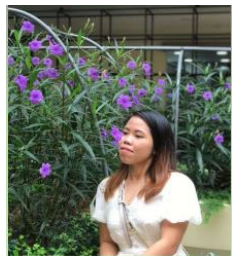
- Picnic Day, involving family members
- Cultural Appreciation Day (where international staff cook their native food for staff)



Credit to Club Heal Organisation

Examples of Community Care Initiatives to address staff well-being

Environment Well-being



Credit to Jamiyah Nursing

- Collaborative gardening effort with West Coast Community Centre to built orchid and fruit garden for staff and elderly
- Intentional recreational space for relaxation and leisure

Spiritual Well-being

- Dedicated space for reflection and engagement in prayer. A prayer box was made available for staff to write down their concerns and fears



Credit to The Salvation Army Peacehaven

Occupational Well-being

- Rehab Clinic where staff can access to rehabilitative services to get advice and directions for their injuries and concerns.



Credit to The Salvation Army Peacehaven
(One of the Award Recipient)



Thank You.

The Heart Of Care

