

## Project Title

Mobile Volunteering Unit Grocery and Food Purchase for Seniors under COVID19  
Lockdown

## Project Lead and Members

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- Thin Thin Zaw
- Irdawaty Bte Abd Razad
- Tan Poh Leng
- Pauline Choong Fong Sian
- Karen .Princess Antonia Ranole .Dai  
Wee Nang
- Shila Ngaopuni

## Organisation(s) Involved

AWWA Ltd

## Healthcare Family Group(s) Involved in this Project

Multi-Disciplinary

## Applicable Specialty or Discipline

Informal Workforce

## Aim(s)

To help out in the purchasing of groceries and food on behalf of 140 seniors under lockdown.

## Background

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

This project was featured at the Central Health Action & Learning Kampung (CHALK) Poster Showcase 2022.

## **Project Category**

Care Continuum

Intermediate and Long Term Care & Community Care

Workforce Transformation

Informal Workforce Transformation, Volunteer, Community Engagement

## **Keywords**

Volunteer Training, Volunteer Recruitment, Volunteer Engagement

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# Mobile Volunteering Unit Grocery and Food Purchase for Seniors under COVID-19 Lockdown (Client Experience Improvement)

## Team Members

Bryan Neo | Susila Devi | Zaberuthunisa d/o Abdul Kader | Zhang Yan |  
Chan Foong Ming Lydia | Selina Lim | Vijayah Ponnusamy | Norshaqilah Binte Zabah |  
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## Project Synopsis

A playbook for Grocery and Food Purchasing for seniors in a lockdown during the Covid-19 Pandemic.

## Reason

AWWA Senior Community Home underwent an Covid-19 outbreak and would require volunteers to help out in the purchasing of groceries and food on behalf of 140 seniors under lockdown. The project was conducted in an area separated from all clients, with self-sustaining processes that are easily scalable.

## Project Details

### Clarify the Problem - 5W + 1H

#### Who

Staff at Senior Community Home are observing a no-cross zone policy across 3 levels of a HDB Rental Block

#### Where

AWWA Senior Community Home

#### What

Lack of manpower to fulfill the Food and Grocery needs of 140 seniors under lockdown

#### When

The requests occur about 3 times daily, during a Covid-19 lockdown period between Late Oct 2021 to End Dec 2021

**Which**  
 The number of requests increases whenever more seniors are discharged back to the Home from COVID-19 isolation facilities in this period

**How**  
 Due to the COVID-19 lockdown imposed at AWWA Senior Community Home from Late Oct 2021 to End Dec 2021, the manpower to fulfill the daily grocery and food needs of about 140 seniors was insufficient.

Problem	Solution
No volunteering activities by external volunteers are allowed	Have Internal Volunteers to support the volunteering purchases adhering to a Risk Mitigation Template
There are no systems to record purchases and the handling of monetary change	Hard Copy Purchase Slip to document and track impact of the project
Split team measures cause staff to be not able to support colleagues from other levels	A Volunteer Guide containing : <ul style="list-style-type: none"> <li>• Online Link to Register their Volunteering Slot (Excel Calendar)</li> <li>• 7 min Video Demonstration to set up a Volunteer Holding Room and FAQ.</li> </ul>
There is very limited manpower to onboard internal volunteers There are different shifts of staff & internal volunteers with different working styles	A Checklist was developed for a Main Liaison Officer from the Home to onboard New Internal Volunteers



**KINDLY CONTACT US  
 IF YOU WOULD LIKE  
 TO HAVE A COPY OF  
 THE DOCUMENTS  
 LISTED**

**Conclusion**

- The project ended once the lockdown was lifted with the solutions listed ready to be re-used in any other location when the time arises
- COVID-19 enabled us to pivot a new way of delivering volunteer onboarding with minimal manpower involved
- Colleagues from 9 other services within AWWA volunteered their time to support our seniors and staff in lockdown

## Project Collaterals (Scan QR Code for Full Access)

### Risk Mitigation Template

Organisation Specific

### Online Registration Timetable for all Volunteers to Register their slots

SESSIONS TIMING	- A Maximum of 2 Volunteers Per Session will be activated to avoid overcrowding. - Do not turn up if you are unwell or on Health Risk Warning. (More details in the Guide Tab) - Fill in your Full Name (Service) into the empty session slots (Orange Boxes)					Senior Comm Home Volunteer Liaison
	1-Nov-21 Monday	2-Nov-21 Tuesday	3-Nov-21 Wednesday	4-Nov-21 Thursday (PH)	5-Nov-21 Friday	
AM SESSION: 9.30am - 12.00pm	Asha (OSS)	Henry (OSS)		Siti Khalijah (OSS)	Justyn (OSS)	Selina
PM SESSION : 1pm - 3.30pm		Henry (OSS)		Siti Khalijah (OSS)	Li Wen (OSS)	
					Justyn Tan (OSS)	
	8-Nov-21 Monday	9-Nov-21 Tuesday	10-Nov-21 Wednesday	11-Nov-21 Thursday	12-Nov-21 Friday	Selina
AM SESSION: 10am - 12.30pm	Asha (OSS)	Henry (OSS)			Justyn (OSS)	
				Rozaidah (FS)		

### Volunteering Guide for Room Set Up (Physical & Video Guide)

#### VOLUNTEER GUIDE FOR FOOD AND GROCERY PURCHASES @ AWWA SENIOR COMMUNITY HOME

Scope of Work: Groceries & Food Only.

- No contact with Residents or any AWWA Clients at all times.
- ALWAYS WEAR YOUR MASKS & PRACTICE GOOD HAND HYGIENE!
- ASSIGNED MANPOWER REPORT TO Senior Community Home VOLUNTEER HOLDING ROOM & CALL LEVEL REPRESENTATIVE UPON REACHING (TIMETABLE FOR THE DAY WILL BE PROVIDED)



Session Timing :  
AM Session : 10 AM-12.30PM  
PM Session : 1.30PM - 4PM



- COLLECT PURCHASE SLIPS + MONEY INTO THE ZIP BAGS FROM LEVEL REPRESENTATIVE AT PREDETERMINED CUT-OFF TIMINGS.  
AM SESSION: APPROXIMATELY 10.15 AM  
PM SESSION: APPROXIMATELY 2.00 PM
- TALLY ALL MONEY FIRST RECEIVED FROM THE LEVEL REPRESENTATIVE (KINDLY EXCHANGE PHONE NUMBERS)

### Hard Copy Purchase Slip for Ease of Purchase & Recording

DATE OF REQUEST:			
CLIENT:		LEVEL:	
ITEM ( <b>CIRCLE ONE PER SLIP</b> ) : FOOD / GROCERIES			
QTY OF ITEM	DESCRIPTION & BRAND	STORE	If No Stock ( Tick )
\$ COLLECTED FROM CLIENT: _____ TOTAL COST OF PURCHASES: _____  CHANGE GIVEN TO CLIENT: < _____ > DATE FULFILLED : _____			

### Checklist to Onboard New Volunteers (For Main Liaison Officer) — Full Process Flow

<b>Roles of the Volunteer Liaison:</b> - Ensure that Contact with Volunteer is kept to the bare minimum and always practice good hygiene - Use the UV sanitizing gun to sanitize all Money & Zipper Bags whenever there is exchange of money throughout the Day	<b>TICK BOX</b>
<b>BEFORE</b>	
Assign a Liaison/Cover for the day	
<b>DURING</b>	
Message in Whatsapp Grp Chat - How Many Volunteers for the Day, Cutoff Timings for other level colleagues and Additional Information. IE: Highlight any Cultural Concerns (Halal items only etc)	
Remind Volunteer to lock the room if no one is in the room and contact you when they are back from their purchases and Do not keep any valuables or money in sight within the room.	
Remind Volunteer on the Packing Procedure (Refer to Guide) and Complete the relevant fields in the Purchase Slips <b>(Example : Change Given to Client &amp; Date Fulfilled)</b>	
<b>AFTER</b>	
After Volunteer has finished packing the < <b>Client Purchases + Completed Purchase Slips + Monetary Change (Small Plastic Bag Provided)</b> > into a Single Plastic Bag , contact Volunteer Liaison for collection of items (Per level)	
<b>Tally and check any discrepancies on the Purchases / Change Given to Client / \$\$\$ Monies taking Reference from the Completed Purchase Slips</b>	
At the end of the session . Ensure volunteer locks the room and area is kept clean and proper. All switches and fan are turned off.	
Remember to Collect back the Temp Keycard	
PLACE OUTSTANDING / COMPLETED PURCHASE SLIPS INTO THE PURCHASE SLIP BOX PROVIDED.	
Update COMPLETED PURCHASE SLIPS into the link provided Daily	
Online Form Link (After you key in the online link , just keep the paper in a drawer together with the receipts)	

