



MIGRANT DOMESTIC WORKER ORIENTATION

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A. GENERAL

1) Work Permit Rules and Restrictions

As a work permit holder, you have to understand and agree to the following conditions laid down by the Singapore Work Permit Department of the Ministry of Manpower. You must understand that:

- a. You shall not engage in any form of employment, paid or unpaid, other than the employment and with the employer stated in the Work Permit.
- b. You shall carry the original Work Permit with you at all times and must produce it for inspection when required to do so by and employment inspector, immigration officer or police officer.
- c. You shall not engage in any form of business or manage any business.
- d. You shall not indulge or be involved in any illegal, immoral or undesirable activities in Singapore.
- e. You shall not cohabit with a Singapore Citizen or Permanent Resident.
- f. You shall not get pregnant as a result of your relationship in Singapore.
- g. You shall not borrow money from licensed or unlicensed money lender.
- h. You shall not purchase item(s) and pay by instalments basis.
- i. You shall not disclose your employer's personal information (such as residence/office address, contact number, photo etc) to any person.
- j. You shall submit yourself to medical examination by a registered Singapore doctor as and when directed by the Controller of Work Permits.
- k. You will be expelled or prohibited from entering Singapore if condition d, e, f or g is breached.

2) Periodic Medical Check-up

- a. You are required to go for a periodic medical checkup every 6 months during your stay in Singapore.

3) Employer Relations

- a. Listen carefully and obey instructions given by your employer.
- b. Always be cheerful and truthful. Never tell lies. Never pull a long face when asked to do a little more work or when scolded by your employer. When they scold you, there must be a reason. Chances are you must have done something wrong or something not to their liking. Find out from them the reason of your scolding and then apologize.
- c. Say "Sorry" if you make mistakes. Learn from it and do not repeat your mistakes again.
- d. Always speak English because Singaporean children cannot speak your country's language.
- e. Respect your employer's religion by not praying in the house.

4) Insurance/Medical Coverage

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- a. Refer to your insurance policy stated coverage and terms & conditions.

5) Social Media

- a. You shall not take video and/or pictures of your employer's household members and/or home premise and upload to social media such as Tik Tok, Instagram, Facebook, LinkedIn, Wechat etc.
- b. You shall not put on your employer's clothing or any belongings to post on social media.

B. PERSONAL CONDUCT (DO'S & DON'T'S)

1) Need for Initiative

- a. Always find something to do in the house. Keep yourself busy by doing housework or looking after the children or elderly.
- b. Be helpful. When you see your employer doing certain house chores, immediately offer to help your employer. Employers can be helpful, but you need to be mindful and take initiative to handle whatever house chores your employer is doing.
- c. If you don't understand any instruction, you MUST ASK and say "**Sorry, Sir/Mdm, I don't understand. Please explain again**". It is better than to keep quiet and do the wrong thing later.
- d. If your employers are still sleeping, do not vacuum the floor as it is noisy. Even if you are using a broom to sweep the floor, do not wake your employers just to sweep the floor in their room. You can do some other work first.
- e. Replenish toilet paper in the toilet
- f. If there is a call for your employer who is not in, take down messages and inform them when they are back.

2) Show Courtesy

- a. Be polite. Always greet your employers by saying "Good morning", Sir/ Mdm, Good afternoon, Good evening or Good night." Say "Thank you" when your employer gives you something.
- b. When your employer calls out to you, stop whatever you are doing and attend to your employer immediately.
- c. When your employer or guest is talking to you, look at them and listen attentively.
- d. When there are guests in the house, always serve them with drinks such as tea, soft drinks or others. Use both hands when you serve. Don't hide yourself in the room or kitchen.
- e. Always knock the door before you go into your employer's room or other rooms in the house.

3) Forgetfulness

- a. In order not to be forgetful, write down all instructions, routine work, and additional tasks given for the day so that you can remember.
- b. Remember to switch off all lights, gas stoves and electrical power points after you have finished using them. You need to bear in mind utilities in Singapore is expensive. You must help your employer save utilities fee.

4) Telephone

- a. Don't use the telephone unless you have your employer's permission.
- b. Even if your employer allows you to hold on to your mobile phone, do not use during work hours. Use only at night and after you have completed all the tasks set out by your employer.
- c. Don't make overseas call at your employer's house unless your employer has given you the permission to do so. You can call at public phone with a phone card.

5) Argument



- a. Don't argue with your employer. If you think your employer has mistaken what you have done, explain to them the situation. Don't pull a long face.
- b. Never challenge your employer by saying that "If you don't like me, send me back to my agent or country or ask for transfer. Remember this, you are not in the position to decide or tell your employer what to do. Just do your work to your best as required by your employer. Every employer likes a hardworking and obedient worker.

6) Honesty

- a. Always be honest especially with money matters. If you find any money/valuables belong to your employer and his family, return it at once.
- b. Never take anything that does not belong to you, even if it is only a photograph of your employer and his family. If you would like to keep one for remembrance purposes, ask for permission first. It is wrong/ dishonest to take without permission.

7) Indulging in Gossip

- a. Don't mix around too freely. Don't talk to other maids in your neighborhood.

8) Inviting friends to home

- a. Do not invite friends or strangers into the house.
- b. Never leave the house without permission.

9) Taking naps

- a. You are not allowed to take naps during the day for whatsoever reason.

10) Punctuality

- a. When a task is given to you, you must complete the task at the time required by your employer.
- b. You are not allowed to wake up later than the time your employer has fixed for you.

11) Respect for Elders

- a. You must respect the elders even if they are nagging at you. You must always be patient and pleases them. Most importantly, never talk back at them.

12) Food and Drinks

- a. Do not take any food that is for your employer only, such as chocolate, fresh milk, fruits etc. Take only when given.

C. HOUSEKEEPING TASKS

1) Laundry and Ironing

a. Laundry washing

- i. Soak soiled clothing for some time before washing them. Some employers prefer to soak the clothing overnight while others prefer to soak them only for a few hours before washing. Ask for their preference first.
- ii. Separate white clothing from coloured ones.
- iii. Jeans and pants/trousers should be washed separately.
- iv. All new clothing should be tested for running colours before maxing with other clothing for washing.
- v. Clothing of which colours may run must be washed separately.
- vi. Thin, delicate and expensive clothing such as silk and satin should be washed by hand carefully. Do not use the washing machine to spin dry. Just hand up on a hanger to drip dry in the washroom.
- vii. If required, soak the clothing of female and male members of the family separately, Children's clothing and napkins should be soaked and washed separately.

- viii. Undergarments and socks should never be soaked and washed together with clothing including towels and handkerchiefs. Use separate pail.
- ix. Your clothing should be washed separately from that of your employer's. Wash your employer's clothing first, followed by yours.
- x. When hanging clothes to dry wither in the kitchen or outside, always ensure that undergarments are placed at on end of the bamboo pole so that nobody will walk directly under these garments.
- xi. While hanging clothing in the high rise buildings, place the bamboo poles deep into the hole so that they will not fall off and injure passersby below.

b. Ironing

- i. Iron the clothes in the afternoon or as when necessary.
- ii. Use "cool" ironing for light, expensive and delicate clothing.
- iii. For think rough material, use "hot" ironing. Spray water on the clothing before ironing if the material can be easily crumpled.
- iv. Test and set to the right temperature first ironing. Ask your employer how to set.
- v. Do not leave your iron on clothing when you have to answer a telephone call. Switch off the iron first and place it on the ironing board rest.
- vi. When you are ironing, do not allow children to go near to you. It is dangerous.

2) Child/Elder care

a. Child Care

- i. Be hygienic. When feeding babies or children, do not blow air from your mouth to cool the food to taste/test their food with their spoon.
- ii. Sterilize all milk bottles in the morning.
- iii. After feeding, wash the milk bottles immediately and sterilize them.
- iv. Take note of the feeding time of babies.
- v. Change the napkins/diapers immediately when they are wet or soiled.
- vi. Bathe the baby carefully. Test for water temperature before placing baby into the tub.
- vii. Never leave the baby alone in the bathtub or bathroom. If you need to answer a telephone call or doorbell, always bring the baby along with you.
- viii. Don't keep pails of water in the bathroom. Overturn all empty pails so that the children cannot fill it up and play with it.
- ix. Always ensure that whatever you give to babies and children are wash and cleaned, such as toys, pacifiers, etc
- x. For toddler, follow them closely wherever they go. in case they trip and fall.
- xi. Feed your employer's children at meal time so that your employer can take their meal first.
- xii. Be gentle to children and keep them company by playing or reading with them whenever you are free.
- xiii. When baby or child is sick, pay special attention to them. Also take note of their medication time.
- xiv. If you are handling hot things like a kettle of hot water, never keep your children near you.
- xv. Keep children out of the kitchen if possible, especially when you are cooking or filling up the flask.
- xvi. Keep sharp objects like knives and pins away from children.
- xvii. Do not leave matches, lighters or candles around. Keep them out of their reach.

- xviii. Wash and polish their school shoes every week.
- xix. If you are bringing your employer's children to school, hold their hands tightly when crossing the road.
- xx. Taking care of babies and young children requires plenty of care and patience. Be gentle and show more concern for them even when they are naughty at times. Talk to them gently and teach them patiently. Never lay your hands on them!

b. Elder care

- i. When nursing the age/invalid, we should:
 - Look after them with patience and with extra care
 - Feed and bath them
 - Entertain them
 - Treat them as though they are our own parent/grandparent/brother or sister
 - Clean them without feeling disgusted
- ii. "Soft" food is best for the daily needs of an elderly or invalid It is also advisable to blend fruits before feeding them. Avoid giving food that are salty, sweet and spicy.
- iii. You should be prepared to stay cheerful and full of patience when entertaining the elderly or the invalid; and yourself too.
- iv. When faced with an elderly or invalid who complains that they feel useless and meaningless, you should be careful when trying to bring back his/her confidence by not insulting his/her condition. You should encourage by telling stories of people who have recovered from sickness or who have found happiness in life
- v. If you faced a situation when the elderly/invalid refused to eat, you should try to influence them in a nice way so that they will eat Example is by saying that "Eating is a way to good health, so let's eat".
- vi. If you faced with an elderly who is becoming forgetful, you must watch where he/she is goes and what he/she has been doing daily so that he/she won't forget or overdo what is to be done daily. For instance, the amount of medicine and food that is to be taken Be patient when trying to lead him/her to do the correct things

3) Cleaning and Hygiene

- a. Keep yourself clean and hygiene by:
 - i. Bathing and changing your clothes everyday
 - ii. Washing your hair everyday or at least every alternate day.
 - iii. Washing your hands often, especially before bringing anything to infants/children and also before cutting and preparing food.
 - iv. Keeping your fingernails short and clean.
 - v. Keeping your hair short and clean.

4) Household cleaning

- a. Washing the toilet bowl and wash the bathroom floor every day. Wipe the wall tiles once a week.
- b. Washing the basins and kitchen sink with soap and water using sponge.
- c. Changing the hand towels or bath towels in the bathroom.
- d. Making the beds and tidy the rooms in the morning.
- e. Changing bedsheet once a week.
- f. Cleaning or wiping shelves, table tops, chairs, cabinets, fridge top, TV top etc.
- g. Sweep/vacuum the floor & mop the floor at least once a day.

- h. Keeping the floor clean and dry after mopping especially when there are elderly people or children around. They may slip and fall.
- i. Keeping the house clean at all times. If you see something dropped on the floor, you must clean it immediately.
- j. Use different cloths for wiping: furniture, floor, table, plate, oily things and other. Do not mix them up.

5) Cooking and Food Hygiene

- a. Prepare breakfast for employer every morning after you have washed up.
- b. Wash all kitchen utensils thoroughly before use.
- c. To prepare lunch and dinner, always bring down the food like meat, fish, prawns, etc from the freezer to thaw first.
- d. Soak vegetables in water for about 20 minutes before washing and cutting.
- e. Do not touch cooked food with your bare hands. Use tongs, spoons, forks etc.
- f. After cooking: (i) Clean up the stove and surrounding area for oil stain (ii) Mop or wipe the kitchen floor as it might be oily.
- g. Wipe the dining table top with a clean cloth before and after meals.
- h. After meal, wipe the floor area under the dining table and pick up rice-droppings and food scraps.

6) Home Safety

- a. Always lock the front door or gate of the house.
- b. If somebody asks you to open the door so that he can deliver a parcel or anything to your employer, do not accept the parcel. Call your employer to confirm if he/she has sent someone to deliver it.
- c. Window cleaning in high-rise building can be dangerous. Do not ever climb over the windows while cleaning. Never stand on a stool or chair to reach the exterior part of the windows. Tie a stick to the cleaning cloth instead, stretch it to exterior part of the windows and clean.

D. MISCELLANEOUS

1) Salary and Loans

- a. You should not ask for salary in advance from your employer.
- b. You should clear your loan as soon as possible as agreed in the promissory note.

2) Ask for Advice or Direction when in Doubt

- a. You should for advice or assistance from your employer or agent when you are facing problems or any difficulties.

3) Provide with Contact Number in the Event of Need or Emergency

- a. You should provide the contact number of the person to your employer and agent in case of an emergency.