

## ANNEX C: FREQUENTLY ASKED QUESTIONS

<b>Monitor your workers' health and take necessary precautions</b>	
<b>1.</b>	<b>Where can I download the FWMOMCare mobile application?</b>
	<p>Workers can download the application here:</p> <ul style="list-style-type: none"> <li>• Android device: <a href="https://mom.gov.sg/fwmomcare-android">https://mom.gov.sg/fwmomcare-android</a></li> <li>• iOS device: <a href="https://mom.gov.sg/fwmomcare-ios">https://mom.gov.sg/fwmomcare-ios</a></li> </ul> <p>For workers who are unable to download or access the FWMOMCare mobile application, please inform the Ministry of Manpower at <a href="http://www.mom.gov.sg/feedback-FWMOMCare">www.mom.gov.sg/feedback-FWMOMCare</a>.</p>
<b>2.</b>	<b>What is the difference between the SHN Homer mobile application and FWMOMCare mobile application since both applications require workers to report their health status?</b>
	<p>The SHN Homer mobile application is meant for all foreign workers placed on quarantine or Stay-Home Notice (SHN) to report to MOM their location and health status. Foreign workers on SHN will also need to download the FWMOMCare mobile application, although they will not need to report their health status via the application while on SHN, as they will be required to do so via the SHN Homer application.</p>
<b>3.</b>	<b>My worker needs to see a doctor / dentist for treatment, but does not have a fever or any of the COVID-19 symptoms. What should I do?</b>
	<p>As your worker does not have any COVID-19 symptoms, you should send your worker to the hospital, general practitioner (GP) clinic or dentist.</p>
<b>4.</b>	<b>Can my worker visit the doctor or dentist for non-emergency medical treatment?</b>
	<p>As workers are only allowed to leave their dormitory for work, you should help them to reschedule non-emergency medical treatment. You should also help them to refill their prescriptions where necessary.</p>

<b>Ensure your workers have access to food and essential items</b>	
<b>5.</b>	<b>My worker lives in a FEDA-licenced dormitory. Do I still need to provide access to food and essential items?</b>
	For workers staying in FEDA-licenced dormitories, the Government will not be providing catered meals in cleared blocks or dormitories. As a default, employers will be informed in advance of the option to continue catering meals for your workers through the dormitory operator. Employers may opt out of this arrangement if your workers have access to food and daily essentials via other alternate means (e.g. employer provided meals at worksite). Those who do not opt out of this arrangement will be charged for these meals via your rental billings.
<b>6.</b>	<b>My worker lives in a Government-provided accommodation facility (e.g. hotels, vacant HDB flats, old schools and sports halls). Do I still need to provide access to meals?</b>
	If the Government is currently providing catered meals for your workers, the Government will continue to do so, until the employer is notified of any changes. If you currently provide meals for your workers, you should continue to do so. Employers should provide meals for workers while at the worksite and communicate clearly with dormitory operators if after-work meals are required at the dormitory, especially where workers are on shifts.
<b>7.</b>	<b>Can my workers stop by another location to purchase food, groceries or daily essentials on the way to or from work?</b>
	No, workers are required to leave their dormitory only for work and return immediately after. They may, however, purchase food, groceries or daily essentials from shops in the same building as their workplace. If this is not possible, you can arrange for groceries and daily essential items to be delivered to your workers, subject to safe distancing and movement control guidelines at their place of residence.
<b>8.</b>	<b>The Advisory states that I need to ensure my workers have access to food and essential items. Must I bear the cost of these for my workers?</b>
	Employers may choose to bear the cost of providing food and essential items for their workers, or work out a mutual agreement on how the cost will be borne between the employer and worker.  Employers who wish to make any salary deductions for the provision of these must obtain the worker's written consent and <a href="#">notify</a> MOM beforehand. The total amount of salary deductions for the worker must not exceed 50% of his salary. You may refer to the <a href="#">MOM website</a> for more information on allowable salary deductions.

<b>Other related questions</b>	
<b>9.</b>	<b>My worker has been moved out of the dormitory by the Government, but his belongings are still in the dormitory. What should I do?</b>
	Work with dormitory operators to remove your workers' personal belongings if they are no longer residing in the room. You should help your workers safekeep them in a suitable storage space and tag them properly so that your workers can collect them eventually.