Nurturing Our Little Ones @ Sengkang General Hospital

1. Introduction
   • All Sengkang General Hospital (SKH) staff were to relocate from Alexandra Hospital (AH) to the new SKH Campus by 1 May 18.
   • SKH would continue to provide childcare support to our staff in the new campus to give them a peace of mind knowing that their children would be well-taken care of by a reliable childcare operator and within close proximity.

2. Aim
   - The Human Resource Division (HR) was tasked to ensure a smooth relocation of all children from AH childcare center to a new center at SKH Campus and to engage all staff to assess the childcare demand in the new Campus to better support our staff’s childcare needs.

3. Methodology
   (A) Needs Analysis (Sep 17 - Nov 17)
      • Several engagement sessions were organised for all staff since 2016 and an online survey was conducted in Sep 17 to assess the childcare demand in SKH Campus.

   (B) Request for Proposal (RFP) (Oct 17 – Jan 18)
      • A team consisted of staff from HR and Operations was formed to execute the tendering process.
      • Request for Proposal (RFP) exercise was called in Dec 17 followed by an on-site briefing to orientate nine (9) prospective operators.
      • Five (5) prospective operators submitted their proposals and an Evaluation Committee (EC) was formed to evaluate all proposals.

   (C) Effective Communication (Jan 18 – Apr 18)
      • Several joint Townhall sessions were organised by HR and Learning Vision @ SKH In Jan 18 to facilitate the registration process.
      • Priority registration period was opened to all children enrolled in AH childcare center before the Townhall session.

4. Results
   (A) Successful Opening of Childcare Centre within 3 Months
      - The center was successfully set-up within 3 months and officially opened on 2 May 18 to support the relocation of children from AH to SKH Campus. This was made possible through the strong collaboration among HR, Operations and Learning Vision @ SKH.

   (B) Nurturing Environment and Satisfied Staff (2 May 18 onwards)
      - 100% of SKH parents who have requested for a place have their child / children enrolled into the center.
      - Greater convenience for staff as they are able to drop by to see their child/ children during breaks/lunch and to drop them / pick them up easily before / after work.
      - Greater involvement in the children’s growing years given the close proximity. Staff are able to participate in the center’s family bonding activities and attend to their children’s urgent needs when required.

5. Conclusion
   - A new childcare center at SKH Campus was opened on time and on target! Not only did we achieve 100% placement requests, the on-site childcare facility has also fostered a pro-family culture for SKH as our staff feel well-supported in their workplace.