

Nurturing Our Little Ones @ Sengkang General Hospital

1

Introduction

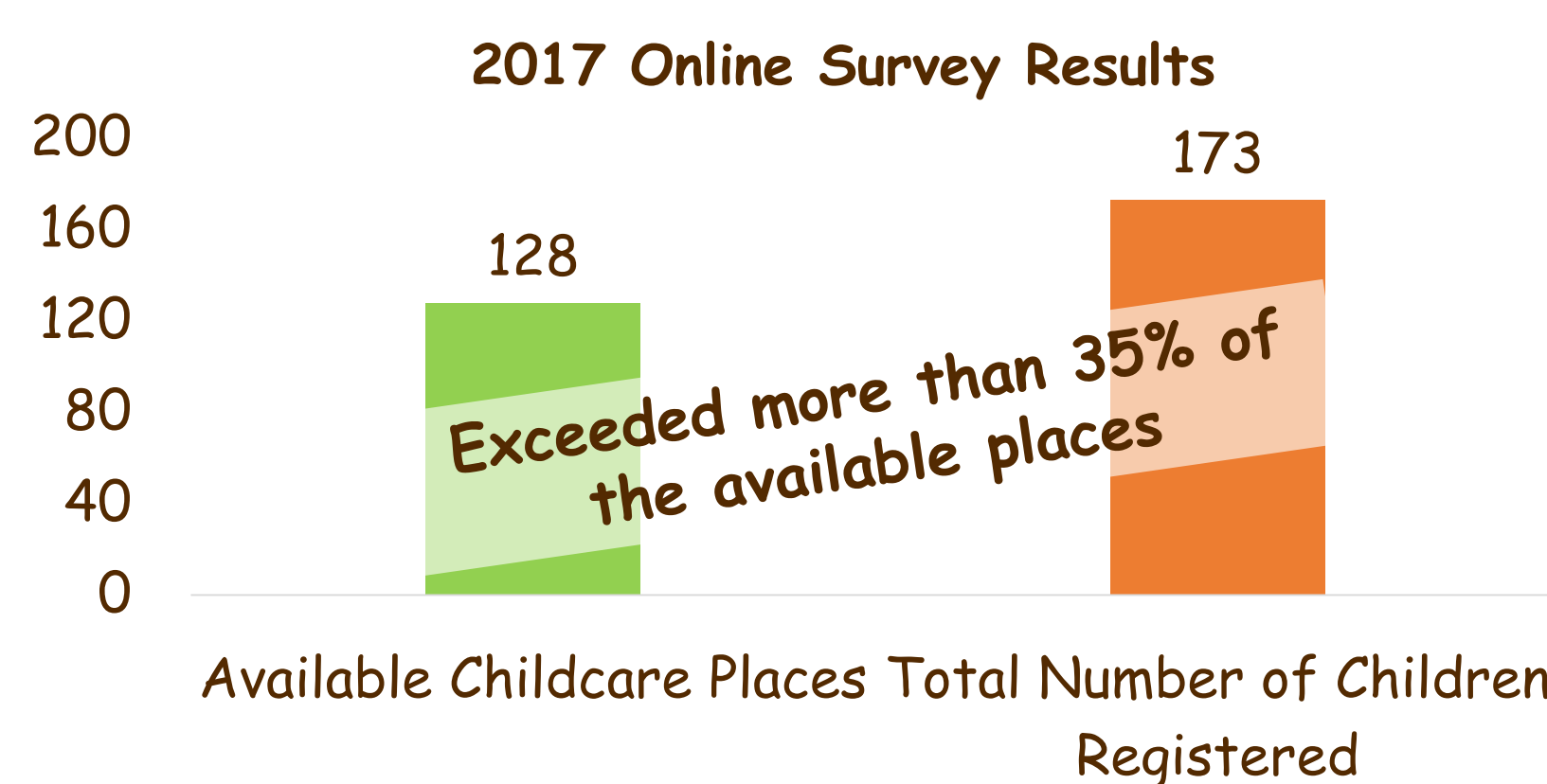
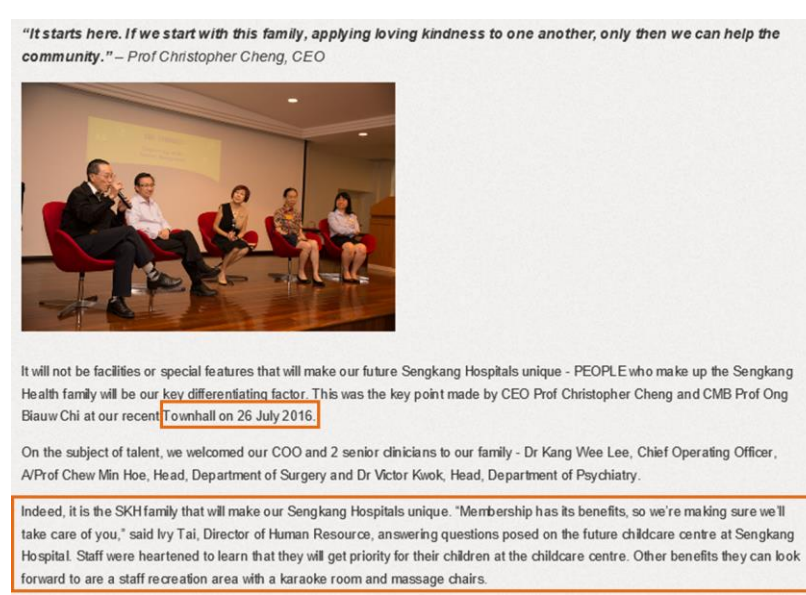
- All Sengkang General Hospital (SKH) staff were to relocate from Alexandra Hospital (AH) to the new SKH Campus by 1 May 18.
- SKH would continue to provide childcare support to our staff in the new campus to give them a peace of mind knowing that their children would be well-taken care of by a reliable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

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.



#1 Challenge

An overwhelming response was received with a total of 173 children registered their interest for a placement with the new center which catered for 128 places only. Staff were informed that a balloting exercise would be conducted.

#1 Intervention

Instead of having a balloting exercise, Senior Management strongly supported the recommendation to **redesign the space provided to increase to 221 places to meet the overwhelming demand.**

(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 with 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.

Evaluation Criteria Set by EC:

- Rental Receivables, Operator's Experience, Childcare Fees, Financial Stability, Proposed Timeline, Teacher-child Ratio, Value Added-services, Compliance of Requirements and Specifications, Infection Control Plan, etc.
- Proposed Artist's Impression



#2 Challenge

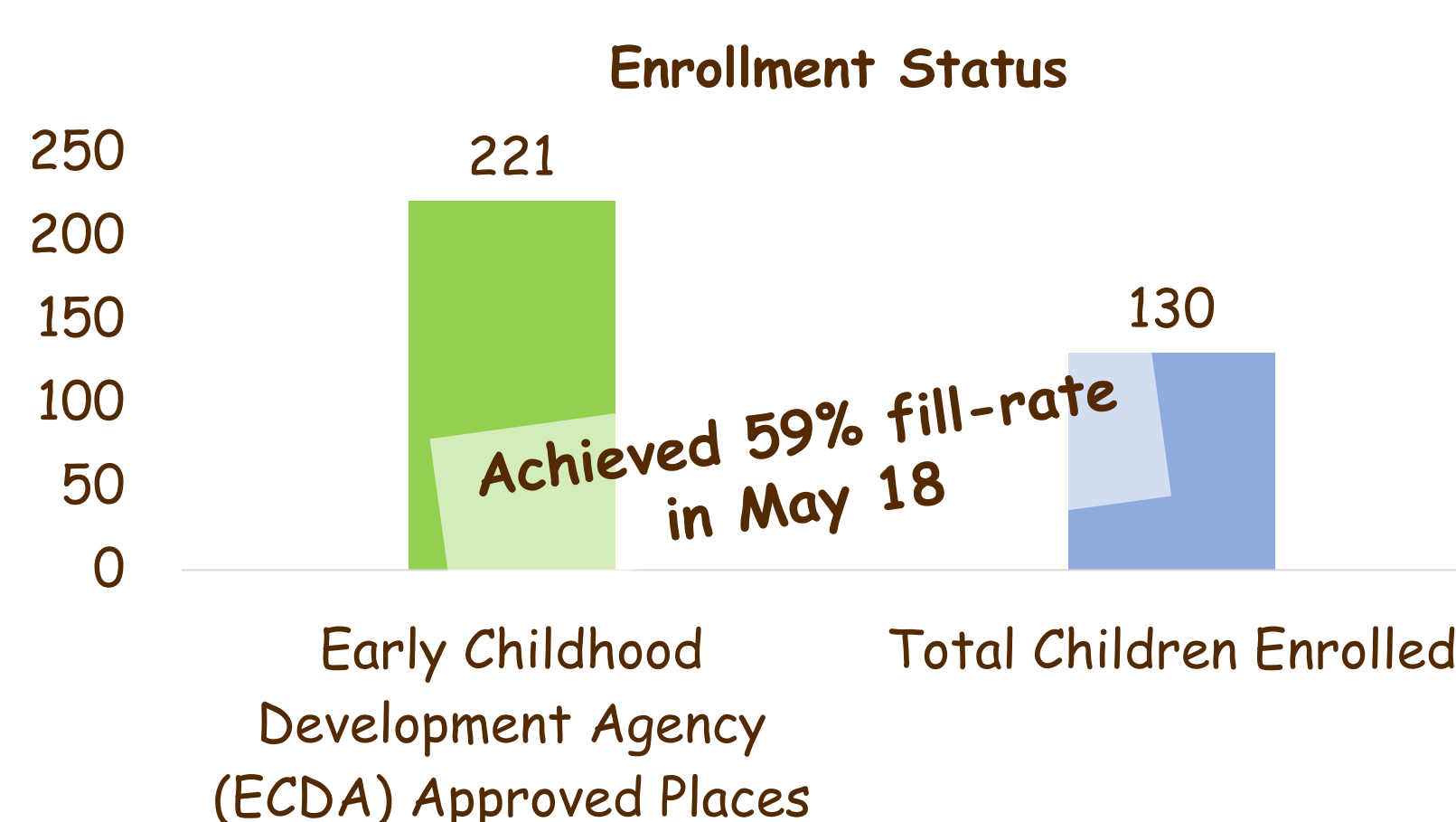
Given the numerous RFPs for other projects concurrently being conducted for a new hospital, extremely tight timeline was given to award a prospective childcare operator.

#2 Intervention

Strong guidance and support from Senior Management as well as **outstanding collaboration** among the HR and Operations staff had enabled us to **meet the tight timeline.** Recommendation of the award to Busy Bees Singapore Pte Ltd (Learning Vision @ SKH) was approved by the management in Jan 18.

(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.



#3 Challenge

The childcare center secured the approval to take in 221 children based on the approved floor area. However, the registration rate was only 59% as of May 18.

#3 Intervention

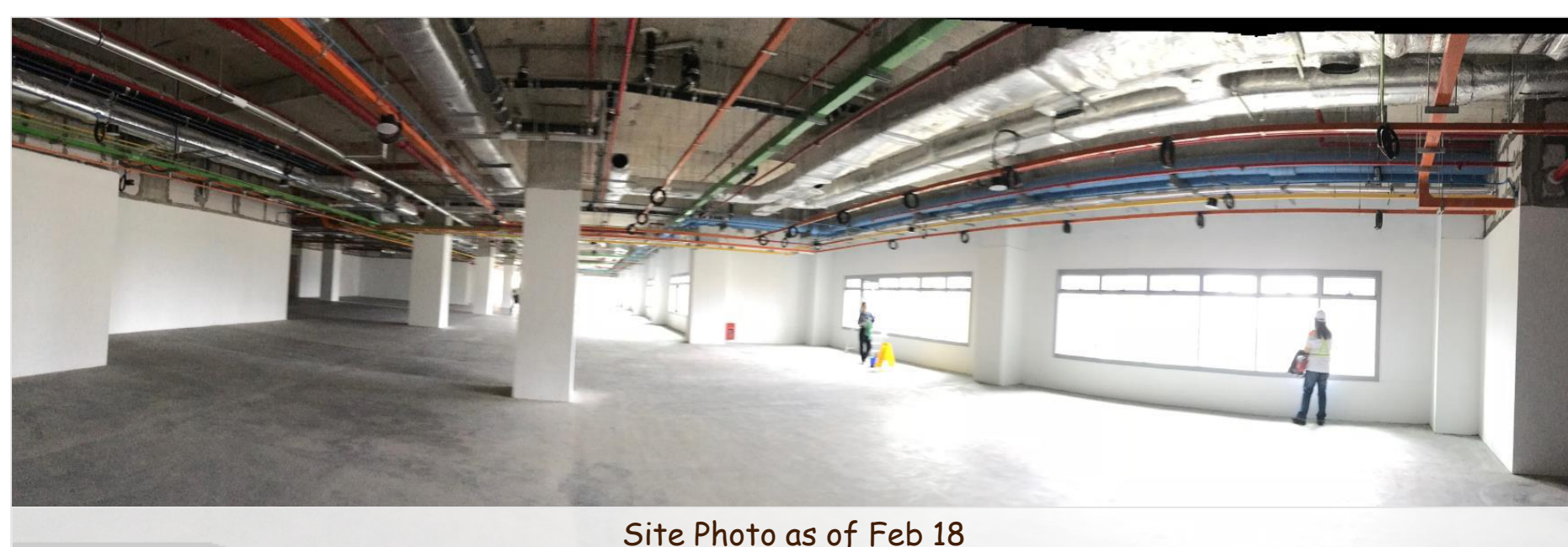
HR partnered with Learning Vision @ SKH to promote the center and extended 20% of the childcare places to the public. **A fill-rate of 73% was achieved by Dec 18.**

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)



(C) 2018 Year End Survey Results

96%

Staff rated that the center's physical facilities and amenities are well-maintained and conducive for the children's learning needs.

90%

Staff rated that the center has effectively developed children in all areas.

- 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 break/ 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 achieved 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.