

MH 26:07/2

04 July 2025

Dear Community Care Partners

IMPLEMENTATION GUIDE FOR THE PREVENTION OF ABUSE AND HARASSMENT OF HEALTHCARE WORKERS IN COMMUNITY CARE

This circular informs all Community Care Organisations (CCOs) of the Tripartite Framework for the Prevention of Abuse and Harassment in Healthcare (“the Framework”) and the Implementation Guide (“the Guide”) contextualised for the community care sector.

The Framework

2. The Tripartite Workgroup for the Prevention of Abuse and Harassment of Healthcare Workers (“TWG”) comprises representatives from the Ministry of Health (MOH), Health Services Employees’ Union (HSEU), public healthcare clusters, community care partners, and private healthcare providers, with Minister of State Mdm Rahayu Mahzam as its Advisor. On 13 December 2023, the TWG launched the Framework, which sets out a common definition of abuse and harassment, and standardised protocols to respond to incidents of abuse from patients, their families and visitors ([Annex A](#)).

The Guide

3. To help CCOs in implementing the Framework, MOH and the Agency for Integrated Care Pte Ltd (AIC) have partnered with community care leaders to develop the Guide for the community care sector.

4. The Guide for CCOs was adapted from the Implementation Guide for public healthcare institutions to address unique challenges faced by community care workers, including safety protocols for home-based care settings where staff work in clients’ residences. Special consideration has also been given to managing situations involving clients with dementia or diminished mental capacity, who form a significant proportion of community care service users. The Guide also lays out common definitions of abuse and harassment, as well as best practices for dealing with such situations.

5. **The Guide is intended for internal use and for sharing only at managerial or supervisory levels.** CCOs are strongly recommended to engage their healthcare workers and integrate the guidelines into their existing internal protocols.

6. The Guide can be found in Annex B.

Incident Reporting Requirements

7. CCOs are strongly encouraged to report cases of abuse and harassment to AIC using the templates provided in the Guide. CCOs, as employers, play a critical role in ensuring that affected community care workers feel assured, supported and safe throughout the incident reporting process. In this regard, CCOs should foster a culture of confidentiality, neutrality, and non-retaliation when managing incident reports.

8. MOH and AIC have set out an incident reporting workflow for CCOs to follow. While not mandatory, CCOs are strongly encouraged to track and report abuse and harassment incidents to enable outcome tracking and efforts at the national level. More information can be found in Annexes B and C of the Guide.

Incident Reporting Type	Frequency	Reporting Requirements
For Level 3 (High) ¹ incidents	Ad-hoc	<ul style="list-style-type: none"> a. The affected staff, colleague or reporting officer to report the incident by submitting the incident reporting template on FormSG² to AIC <u>within two working days from the time of the incident, or when the case is reported to the case officer/ HR/ staff protection officer, whichever is sooner using information available at the time of submission.</u> b. To be completed by the CCOs' Case Officer (i.e. from HR or senior management, or staff protection office, if any).
For all 3 Levels of incidents	Annual	<ul style="list-style-type: none"> a. CCOs to report the full calendar year (1 January to 31 December) of abuse and harassment incidents reported by staff. b. This can be done by downloading a copy of the Excel template from AIC Partners' portal³, and uploading the completed template⁴ on FormSG⁵ <u>by 7 January of the succeeding year.</u>

¹ Level 3 incidents refer to abuse and harassment that causes a high level of harm or distress (e.g. outrage of modesty and voluntarily causing hurt).

² <https://for.sg/cco-ad-hoc-reporting>

³ aic.sg/partners

⁴ The uploaded Excel document must be password-protected, and the password must be emailed to AHincidents@aic.sg.

⁵ <https://for.sg/cco-annual-batch-reporting>

		MOH/AIC may request for supplementary details on an ad-hoc basis, should there be a need for further monitoring.
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Relevant Training Courses on Managing Abuse and Harassment

9. To equip healthcare workers with the skills to prevent and/or de-escalate any abuse and harassment cases, CCOs should review their training curriculum regularly and ensure that relevant training is delivered to their staff in a timely manner. CCOs can refer to Annex C for the training courses that are available.

Building Public Awareness

10. MOH Holdings (MOHH) will also be rolling out a public education campaign tailored to the community care sector in the second half of 2025. This campaign builds on ongoing national efforts to raise awareness of abuse and harassment against healthcare workers. The campaign calls on the public, clients, caregivers, and healthcare workers to play an active role in fostering respect, and shared responsibility to protect the well-being of those who care for us. Posters and other collaterals on the prevention of abuse and harassment of healthcare workers will be distributed to CCOs when ready, for display within their premises.

11. For any queries, please email:
Agency for Integrated Care Pte Ltd
AHincidents@aic.sg

Thank you for your cooperation and support.

Yours Faithfully






VINCENT WU
DEPUTY SECRETARY (POLICY) /
CO-CHAIRPERSON OF TWG
MINISTRY OF HEALTH



TAN CHEE WEE
CHIEF EXECUTIVE OFFICER
AGENCY FOR INTEGRATED CARE
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Annexes

A	Tripartite Framework for the Prevention of Abuse and Harassment in Healthcare	 Annex A - Tripartite Framework.pdf
B	Implementation Guide for the Prevention of Abuse and Harassment in the Community Care Sector	 Annex B - CCO Implementation Gui
C	Relevant Training Courses on Managing Abuse and Harassment	 Annex C - Relevant Training Courses on

Distribution List

CEOs, Administrators of Community Care Organisations
HR Heads of Community Care Organisations