

Message to NuLife Ambassadors

The past two months have been unlike any in recent memory. We're now taking steps towards what has become a COVID-19 safe way of life. The following months will see us adapt even further as we learn to live with COVID-19.

The global pandemic impacted us all – some more than others. Although community activities and face to face interactions went missing, it was heartening to see that conscious acts of solidarity, compassion and generosity did not. And for that, we are deeply grateful to all our donors, whose faith in our ability to deliver even under the challenging restrictions imposed by the circuit breaker, remained unshaken. We continued to care for those who were rendered most at risk thanks to the donations in cash and kind that we received from well-wishers and supporters island-wide.

We were able to provide cooked food, fresh vegetables, fruit, seafood and chicken, diapers and infant formula to carefully identified beneficiary families, frail and homebound elderlies, the physically challenged and terminally ill clients undergoing medical treatments. In supporting this at-risk population, we distributed essential aid to those unable to provide for their basic needs due to income, age or health barriers and, therefore, most likely to be severely affected by the economic fallout of the pandemic and the circuit breaker measures.

Our counsellors made a seamless shift to online counselling to ensure consistent, therapeutic care to all our clients with a concerted focus on those who were undergoing mental health and wellness challenges linked to depression, suicide ideation, self-harm behaviour, anxiety and panic attacks during this intensely trying period.

The efforts to keep NuLife's counselling and casework services and community programmes operational were guaranteed by NuLife staff, who worked in teams both on-site at Manhattan House and at home during Phase 1 of the circuit breaker. We maximised the potential of online meeting platforms to reflect, brainstorm and develop synergies as a team to better understand our individual roles and the services we are committed to providing as a Social Service Agency (SSA). While those who commuted to work dealt as best they could with concerns about being outdoors, those who worked from home juggled to balance work spaces in the home environment. Challenges akin to those faced by many of you as you adapted to the demands of working from home and online learning for your children.

As we look ahead to uncertain times, we count on you to stay united as a community. Our collective responsibility to the safety and well-being of everyone will see us through Phase 2 as well. While our face to face community outreach programmes are suspended for the time being, we are exploring opportunities to connect with you and our beneficiaries through online platforms to study how remote volunteering options can be adapted to NuLife's programmes and services.

We will be in touch! Thank you for your abiding commitment to NuLife.