

FAQ on Donations to the Community Care Facility (CCF) @ Singapore EXPO

Updated: 10 June 2020

1. I would like to send donations to the CCF @ Singapore EXPO, how can I do that?

Please note that the CCF does not solicit for donations and we strongly urge everyone to clarify with us first before proceeding with any donation drive or to bring any items down to the Facility.

If you would like to donate specific items to the CCF, do note that certain items may or may not be accepted based on accountability or a needs-basis with safety and hygiene in mind.

For donation enquiries, please write in to sgunited@singaporeexpo.com.sg to check in with the team before you proceed with anything. Please allow at least 5 working days (excluding weekends and Public Holidays) for the team to get back to you.

List of items NOT acceptable for donation to the CCF:

- i. Second-hand / pre-loved clothing
- ii. Cash (we are not a registered charity)
- iii. Perishables (food/drink) and etc.

List of items that may be accepted by the CCF upon review:

(In no order of preference)

- | | |
|--|---|
| 1) Brand new clothing (Top / Bottom) –
Size S to XL | 12) Pillow Case |
| 2) Body Wash | 13) Bottled Water |
| 3) Shampoo | 14) Cups |
| 4) Toothpaste | 15) Disposable shavers |
| 5) Tooth Brush | 16) Nail Clippers |
| 6) Slippers | 17) Surgical Masks |
| 7) Toilet Roll | 18) Reusable Masks |
| 8) Trash bag | 19) Blankets |
| 9) Stirrers | 20) Water Soluble Bag |
| 10) Bath Towels | 21) Disinfectant Spray |
| 11) Bed Sheets | 22) Detergent / Washing Powder (small
packets) |

To help us expedite your query/request, **please provide as much details on each item as possible**, in your email (**e.g.: quantity, volume, condition of items, expiry if any**). For items not listed above, please write in to us and the team will help check with the other partners at the Facility.

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2. I need to pass items to one of the residents (patients) in the CCF, how can I do so?

If you know their exact location in the CCF, you may use the 'Item Drop-Off Point for Residents (Patients)' service to pass items to specific resident(s). Please ensure that you label the bag of items properly and that you do not pass any restricted items (e.g.: food, drinks and tobacco etc). For more information on the drop-off location and timing, please write in to sgunited@singaporeexpo.com.sg to check with the team before you proceed with delivery.

3. Can I drop off my donations directly at Singapore EXPO?

We will be grateful if you do not make any impromptu or direct drop-off of donations at the facility unless we had already made prior arrangements with you. This is to ensure the hygiene and safety of the personnel and patients at the facility.

As the facility is co-managed by several agencies, we will need to check with the agencies on the needs of the working personnel and the patients, so that the right items in the right quantities can be provided to the right parties.

Instead, please write in to sgunited@singaporeexpo.com.sg with the description, quantity and condition of items that you are looking to donate. The team will be in touch with you to find out more details where relevant. They will then check with the other partners at the Facility if the items fit the needs of the working personnel and the patients. Because the partners may be on shifts and/or in the front line, please allow at least 5 working days (excluding weekends and Public Holidays) for the team to get back to you.

4. Why can't I drop off donations directly at Singapore EXPO?

The well-being and safety of everyone at the facility, both personnel and residents, is our priority. As our partners' focus is on caring for the patients, what we are trying to avoid with direct impromptu drop-off of items is cluttering, hygiene issues and logistical challenges for the working personnel in the facility.

Instead, please write in to sgunited@singaporeexpo.com.sg with the description, quantity and condition of items that you are looking to donate. In the meantime, we would like to thank you for your support, and we hope you continue to practise personal social responsibility, stay safe and keep healthy.

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5. Why are my offers for donations not accepted?

Every offer of donation is cross-checked with the various agencies managing the facility on whether they require the items at this juncture. If they do not, we are unable to accept the items for accountability reasons.

However, we note down every offer in case the situation changes so that we can be in touch if the need arises. Alternatively, here are some related causes and associations you may wish to approach.

- <https://www.sgunitied.gov.sg>
- <https://www.comchest.sg/thecouragefund>
- <https://contribute.sg>
- <https://www.giving.sg/sgunitied>
- <https://www.foodfromtheheart.sg>
- <http://foodbank.sg/index.php/about-us>

6. Why are second-hand items not accepted?

We are very grateful for your offer of support. However, we cannot accept second-hand items due to hygiene reasons. We hope you understand, and perhaps find another cause in Singapore that these can be donated towards.

7. I would like to volunteer at the CCF at Singapore EXPO, how can I do that?

We are grateful for your offer to volunteer. You may write to sgunitied@singaporeexpo.com.sg and the team will help check with the other partners at the Facility if they require volunteers in any of the areas.

8. How do I know if my donations are received by the recipients?

Please be assured that the accepted donations will be arranged for distribution accordingly to the working personnel and patients at the facility, upon confirmation by our colleagues at sgunitied@singaporeexpo.com.sg. As part of the process, we will also confirm with you on whether you'd like your donation to be anonymous or otherwise, should our partners wish to acknowledge or thank you for your contribution directly.

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9. I have been receiving various messages on WhatsApp and other online platforms from friends about what's happening at the Community Care Facility at Singapore EXPO. How can I verify these messages?

There has been a wave of fake statements, misinformation and unfounded rumours on COVID-19 circulating on messaging apps and other social online platforms. If you receive these messages or any other unsubstantiated information, we urge you not to speculate and/or spread these rumours.

Please refer to official news sources as well as advisories on the Singapore EXPO & MAX Atria website, Gov.sg and Singapore Ministry of Health. Let's together be responsible about sharing information from verified news sources.

Thank you.