

## PLAQUE OF COMMENDATION

### Institute of Mental Health

*Nominated by the Healthcare Services Employees' Union.*

The Institute of Mental Health (IMH) has been a valuable partner of the Healthcare Services Employees' Union (HSEU), exhibiting a strong commitment to its employees and support to the union. Regular reviews of salaries for healthcare workers are conducted within the industry through a strong relationship between HSEU, the Ministry of Health (MOH), and the Public Healthcare Clusters. These cuts across all job levels to ensure salaries remain competitive and fair to the workers. While the collective agreement is usually signed on a cluster level with the National Healthcare Group (NHG), the IMH management plays a proactive role in ensuring that the collective agreement effectively addresses the remunerative concerns of its staff. This is evident within the latest collective agreement in 2022 under NHG, where the IMH management demonstrated strong support for better wages for their staff and was at the forefront of implementing wage increments for them.

The IMH management prioritises welfare of its employees, valuing their well-being as paramount. With the resumption of physical activities post-COVID-19, the management actively organises a variety of events catering to employees' needs. These events range from health-oriented campaigns to engaging lunchtime talks covering diverse topics of interest, as well as appreciation events for various job family groups. To foster good labour-management relations, the HR team regularly invites the union to union-management meetings where the branch leaders share insights and provide feedback from the ground. This nurtures a culture of cooperation and mutual understanding between all stakeholders.

As an advocate of lifelong learning, the IMH management places a strong emphasis on training and development. To encourage a culture of continuous upskilling and reskilling amongst its staff, IMH would organise regular training sessions for its staff. There are also informal 'kopi sessions' arranged for staff in the Allied Health department to foster deeper connections between management and staff, especially where career aspirations and goals are concerned. Recognising the importance of industrial relations, the IMH management is discussing with HSEU to curate related industrial relations courses for IMH staff. More recently, the IMH Occupational Therapy Department contacted HSEU regarding their keen interest in assisting patients with mental health conditions to obtain gainful employment. Their concern for this group of patients led to their consideration to leverage NTUC LearningHub's training programme on mixed reality training for retail. The consideration demonstrates management's dedication to enhance patient well-being.