

Infosheet

StayCool: Info Sheet

Project Goal: To build heat resilience in Singapore by recognising that different people can be affected by heat in different ways, and supporting those who may be more affected through smart home sensors, wearables, practical cooling guidance and trained community volunteers.

1. Why StayCool Matters

Singapore is getting hotter, but heat does not affect everyone in the same way. Some people may experience the effects of heat more strongly than others, depending on their individual circumstances and living environment.

Our previous community initiative ([HeatAware SG, 2025 - 2026](#)) found that:

- **76%** of seniors surveyed experienced HDB homes that were **hotter indoors than outdoors**, with limited relief from the heat overnight
- **56%** of senior residents surveyed had **never heard of a heatwave**
- When people are unaware of how heat is affecting them or their home, they may be less prepared to take action to stay cool and safe

StayCool aims to make heat easier to understand and manage at home, while providing additional support for people who may be more affected.

2. How StayCool Works

StayCool is a two-year community initiative supported by the SG Eco Fund that combines simple technology with community support to help people stay cool, safe and well at home.

It brings together three connected forms of support:

- **Part 1: Smart Home Sensors**
 - Small sensors placed in **up to 3 rooms** that track temperature and humidity throughout the day
 - The data helps participants understand when and where their home gets hottest
 - An easy to use mobile app helps turn this information into **simple, personalised heat alerts and guidance**
- **Part 2: Physiological Wearables**
 - Participants can use a wrist-worn wearable that tracks indicators such as **heart rate, heart rate variability (HRV), blood oxygen saturation (SpO2) and movement** which help us better understand how different people respond to heat
 - Together with information from the home sensors, this can help provide more personalised and timely support

- **Part 3: Community Volunteer Network**

- **700 trained community volunteers** will be connected with participating households
- Volunteers provide a human layer of support, including check-ins and guidance
- They help participants understand the tools and put simple cooling measures into practice

StayCool is supported by the SG Eco Fund (Grant No. 2506OR048), an initiative under the Ministry of Sustainability and the Environment.

3. Who StayCool is For

Heat affects everyone differently.

StayCool is designed to support residents across Singapore, with additional focus on people who may experience greater effects from heat, including **residents aged 60 and above, people living with chronic health condition(s) and expectant mothers.**

The aim is to help understand how heat affects different people and homes, and provide the right support when it is needed.

4. How StayCool Helps

- **Stay informed:** Understand how hot your home gets and how conditions change throughout the day
- **Get early alerts:** Receive simple notifications when heat levels may require attention
- **Understand your body:** Learn more about how your body may respond during hot conditions
- **Cool your home:** Receive practical, personalised cooling tips suited to your home
- **Stay supported:** Have trained community volunteers available to provide guidance and check-ins
- **Help others:** Contribute anonymised data that can help us better understand heat in Singapore and improve support for more households in the future

5. Programme Timeline (Apr 2026 - Jul 2028)

- **Apr to Jul 2026:** Programme set-up and participant recruitment
- **Aug to Dec 2026:** Pilot deployment of 50 household sensors and 100 wearables, with 50+ community volunteers onboarded
- **Jan to Apr 2027:** Pilot data analysis and preparation for wider deployment
- **Apr to May 2027:** Full deployment preparation and volunteer network activation
- **May to Nov 2027:** Staggered rollout to 1,000 households
- **Dec 2027 to Mar 2028:** Continued participant engagement and community support
- **Apr to Jul 2028:** Participant engagement ends. Final analysis, with programme findings and key learnings shared publicly

6. Key points for Volunteers

- **Lead Organisation:** Sustainable Living Lab Pte Ltd

- **Point of Contact:** StayCool SG (+65 8891 3822, staycool@sustainablelivinglab.org)
Celeste Koh | Project Lead | celeste@sustainablelivinglab.org
Russell Fock | Project Member | russell@sustainablelivinglab.org
Devanshi Soni | Project Member | devanshi@sustainablelivinglab.org

Participant FAQs

StayCool: Participants FAQs

Section A: About StayCool

Q1: What is StayCool?

A1: StayCool is a two-year community initiative running from April 2026 to April 2028 that helps people better understand and manage heat at home.

The programme brings together smart home sensors, wearables, an easy-to-use app with personalised cooling guidance, and trained community volunteers. Together, these tools help participants understand the conditions in their home, learn how heat may be affecting them, and take simple steps to stay cool and well.

Q2: Who is running StayCool?

A2: StayCool is run by Sustainable Living Lab Pte Ltd (UEN: 201211858M) and supported by the SG Eco Fund (Grant No. 2506OR048), an initiative under Singapore's Ministry of Sustainability and the Environment (MSE) that supports ground-up sustainability projects.

Participation in StayCool is completely free as this is a community initiative, and not a commercial project. There are no participation fees and nothing participants need to purchase.

Q3: Who is StayCool for, and why am I being invited?

A3: StayCool is designed for people who may benefit from additional support in understanding and managing heat at home. This includes **residents aged 60 and above, people living with chronic health condition(s), and expectant mothers.**

You are being invited because your participation can help us better understand how heat affects different people and homes in Singapore, while helping you stay informed and supported.

You do not need to consider yourself particularly sensitive to heat to take part. If you are concerned about heat at home, StayCool may be suitable for you.

Q4: Why does this programme exist?

A4: Singapore is getting hotter, but heat affects everyone differently. Our earlier [HeatAware SG](#) initiative (2025 - 2026) showed that heat inside the home can sometimes be difficult to recognise and manage:

- **76%** of monitored homes recorded a higher average Heat Index indoors than outdoors
- Indoor heat index was approximately **7°C warmer than outdoor conditions at night**
- **56%** of residents surveyed had never heard of a heatwave
- Around **70%** were concerned about the effects of heat on health, but many were unsure what actions to take

StayCool builds on these findings by helping people better understand the heat in their homes, how it may affect them, and what they can do to stay comfortable and safe.

Q5: What are the programme goals?

A5: StayCool aims to help more people in Singapore understand and respond to heat at home.

By the end of the programme, StayCool aims to:

- Deploy environmental sensors in 1,000 HDB homes
- Provide 2,000 wearables to participants
- Train 700 community volunteers and match them with participating households
- Reach 7,000 people through community outreach and education
- Help participants identify practical ways to improve comfort and manage heat at home
- Build a better understanding of how heat affects different people and households in Singapore

The programme's final findings and key learnings will be shared publicly so that they can help inform future heat resilience efforts in Singapore.

Section B: Joining the Programme

Q1: What does joining involve?

A1: Taking part is simple, and our team and community volunteers will support you throughout the programme:

1. **Attend a short deployment and onboarding session** where our team will guide you through the StayCool programme, show you how the devices work and help you get set up.
2. **Place small sensors in up to 3 rooms at home.** The sensors monitor temperature and humidity throughout the day, with little action needed from you.
3. **Use the StayCool wearable** as guided by our team to help us better understand how your body responds to heat.
4. **Receive simple alerts and cooling guidance** when conditions in your home may require attention.
5. **Stay connected with our community volunteers**, who can check in and share practical tips to cope with the heat.

The main monitoring period runs from May 2027 to March 2028. **At the end of the programme, the whole sensor set and wearable will be yours to keep.**

Q2: Do I need a smartphone?

A2: No. You do not need a smartphone to take part in StayCool.

A smartphone can be useful for receiving alerts and checking the conditions in your home, but it is not required. If you do not have one, alerts can be sent to a family member instead, and your community volunteer can also check in with you during periods of hot weather.

Q3: How do I sign up?

A3: You may register your interest through the participant interest [form](#) on the [StayCool website](#) or contact our team directly:

- **Email:** staycool@sustainablelivinglab.org
- **Phone / WhatsApp:** +65 8891 3822, Monday to Friday, 9am to 6pm

A family member or caregiver may also register your interest on your behalf.

Once we receive your registration, our team will contact you with the next steps and arrange a suitable time for onboarding and equipment collection or deployment.

Q4: Will someone come into my home?

A4: If you are unable to collect the StayCool equipment from the designated venue due to mobility or accessibility needs, a health condition, or other circumstances that make collection difficult, a StayCool team member or trained volunteer can arrange a home visit to deliver the equipment and assist with sensor placement and set-up.

Any home visit will only take place **with your consent and at a time that is convenient for you**. A family member or caregiver is welcome to be present during the visit, and you may ask our team or volunteers to stop the set-up or leave your home at any time.

All StayCool team members and volunteers conducting home visits will be registered with the programme. You may ask to see their identification before allowing them into your home.

Q5: What if I want to stop participating?

A5: Participation in StayCool is completely voluntary. You may withdraw from the programme at any time by contacting the StayCool team.

We will guide you through the withdrawal process and, where needed, arrange a convenient time to collect any programme equipment. **There is no penalty for withdrawing.**

Section C: Using the StayCool Equipment

Q1: What devices are used?

A1: StayCool uses three main tools:

- **Environmental sensors:** Small devices placed in up to 3 rooms in your home to track indoor temperature and humidity throughout the day.
- **Wearables:** Smartwatches provided to you that track indicators such as heart rate, heart rate variability (HRV), blood oxygen saturation (SpO2) and movement.
- **StayCool Mobile App:** A mobile app where you can view your own sensor and wearable information, receive heat alerts and access cooling guidance.

The environmental sensors and wearables do not contain cameras or microphones and do not record audio or video. StayCool does not use the wearable data to diagnose, treat or manage medical conditions.

Q2: What is the sensor? Does it have a camera or microphone?

A2: No. The sensor is a small device that only measures temperature and humidity in your house. It does not have a camera or microphone and cannot see, hear or record anything.

The sensor uses its own SIM card, similar to a mobile phone, to send temperature and humidity data. It does not need to connect to your home Wi-Fi and will not affect your internet usage.

Q3: Does the sensor need my Wi-Fi?

A3: No. The sensor has its own SIM card, similar to a mobile phone, and sends data independently. It does not need to connect to your home Wi-Fi.

Q4: How do I know if the sensor is on?

A4: There is a **black switch on the side of the sensor**.

- If the switch is pushed **upwards**, the sensor is **on**
- If the switch is pushed **downwards**, the sensor is **off**

Once the sensor is switched on, you can leave it in place and it will continue taking readings automatically.

Q5: Where will the sensors be placed? How should I position them?

A5: For the most accurate readings, place each sensor:

- At around upper-body height
- In an open area, with some space around the sensor
- Away from objects that may block airflow
- Out of direct sunlight
- Away from direct sources of heat or cooling, where possible

The sensor can be placed on a table, shelf or cabinet. If you do not have a suitable surface, please let our volunteers know during onboarding. We can provide tape so the sensor can be securely mounted on a wall.

Q6: How do I know if the batteries in my sensors are running low? Do I need to charge them myself?

A6: You do not need to monitor or charge the batteries yourself during the programme. The StayCool team will monitor battery levels remotely and let you know if a battery is running low.

The batteries in the sensors are expected to last at least 6 months from the collection date.

If a battery needs to be recharged during the programme, our team will arrange to collect the device and have it recharged for you.

Q7: What if a device is damaged?

A7: If a sensor or wearable is accidentally damaged, please contact the StayCool team and let us know. We will arrange for the device to be checked and, where needed, replaced at no cost to you.

Section D: Safety & Privacy

Q1: Is my personal information kept private?

A1: Yes. StayCool handles your personal data in accordance with Singapore's Personal Data Protection Act (PDPA).

- We collect, use and disclose your personal data only for purposes related to the StayCool programme that have been explained to you, and in accordance with your consent and applicable law.
- Your name, contact details and other identifiable personal information will not be shared publicly.
- Data collected through StayCool, including data from sensors and wearables, will be protected using appropriate security measures.
- Where programme data is used for research, evaluation or public reporting, it will be **anonymised or presented in an aggregated form so that individual participants are not identified**.
- We will retain your personal data only for as long as it is needed for the purposes for which it was collected, or where retention is required for legal or business purposes.
- You may withdraw your consent at any time. We will explain what this means for your participation and stop collecting, using or disclosing your personal data as required under the PDPA.
- You may also request access to, or correction of, your personal data in accordance with the PDPA.

Q2: I have a medical condition. Can StayCool treat or manage it?

A2: No. StayCool is designed to help you better understand heat conditions in your home and how your body may respond to heat. The sensors and wearables used as part of StayCool are **not intended to diagnose, treat or manage any medical condition**, and StayCool should not be used as a substitute for professional medical advice, diagnosis or treatment.

If you have a medical condition or are concerned about how heat may affect your health, please speak with your doctor or healthcare professional.

Section E: Help & Support

Q1: What if I have a problem or question after the sensors are installed?

A1: You can contact the StayCool team at any time if you need help or have questions about your sensors, wearables or participation in the programme.

You can reach us through:

- **StayCool Mobile App**
- **WhatsApp:** +65 8891 3822
- **Email:** staycool@sustainablelivinglab.org

Our team will do our best to assist you as soon as possible.

Volunteer FAQs

StayCool: Volunteer FAQs

Section A: General Questions

Q1: What is StayCool?

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Section B: For Volunteers

Q1: What will I do as a volunteer?

A1: Volunteers play an important role in helping residents understand StayCool, get comfortable with the programme tools, and put practical cooling measures into action. Depending on your interests and availability, you may support the programme in one or more of the following ways:

- **Outreach Ambassador:** Engage residents at community events, booths and workshops, explain what StayCool is about, answer basic questions and support interested residents with registration. Speaking Mandarin, Malay or Tamil can be helpful, but is not required.
- **Deployment Ambassador:** Support sensor and wearable deployment sessions by guiding participants through equipment collection and set-up, answering basic questions, and helping them understand what to do next.
- **Household Support Ambassador:** Check in with participating households and share simple, practical cooling guidance. Where a home visit has been arranged and the participant has given consent, you may also assist with sensor placement and help residents identify suitable ways to reduce heat build-up in their home.
- **Digital Support Ambassador:** Check in with participants by phone or message, help them understand programme updates, and provide basic support with the StayCool app. This role can be carried out remotely.

No technical experience is required. Training and guidance will be provided so that you understand your role, the StayCool tools, and how to support participants safely and respectfully.

Q2: How much time does it take?

A2: The volunteer commitment is designed to be flexible and can vary depending on your role and availability.

- Volunteers will attend a training session before supporting participants.
- Volunteer opportunities will be arranged based on programme needs, your availability, and where possible, your preferred location.

- Depending on your role, you may support community outreach, deployment sessions, household visits, or remote participant check-ins.

There is no fixed minimum number of volunteer hours. You can indicate your availability, and the StayCool team will coordinate suitable opportunities with you.

Q3: What do I get out of volunteering?

A3: Volunteering with StayCool gives you the opportunity to build practical skills, contribute to your community, and grow within the programme.

- Free training on heat-health awareness, participant support and equipment handling
- Structured Values in Action / community service hours, with volunteering certificates available on request
- A clear growth pathway from volunteer to volunteer mentor, with opportunities to support and train future volunteer cohorts
- Meaningful community impact by helping residents better understand and manage heat at home

Your contribution also helps strengthen community understanding of heat and supports StayCool's wider efforts to build heat resilience across Singapore.

Q4: Do I need technical skills or a smartphone?

A4: No technical background is required. You will receive training and guidance on the StayCool tools and on how to support participants confidently.

A smartphone is helpful for receiving programme updates, communicating with the StayCool team, and supporting participants when needed, but specific requirements may vary depending on your volunteer role.

Q5: Is it safe to visit participants' homes?

A5: Participant and volunteer safety is a priority. Any home visit will only be arranged with the participant's prior consent and at a mutually convenient time.

Volunteers will receive guidance on appropriate conduct and boundaries before carrying out home visits. Depending on the type of support required, some interactions may also take place by phone, message, or at the participant's doorstep.

If you feel uncomfortable or encounter a situation you are unsure about, you should stop the visit where appropriate and contact the StayCool team for support.

Q6: Are organisation sign-ups allowed?

A6: Yes. Organisations and community groups are welcome to volunteer with StayCool. This can include Voluntary Welfare Organisations (VWOs), community centres, grassroots organisations, social service agencies, corporate companies, schools, and other interested groups.

Where possible, the StayCool team can coordinate group volunteering opportunities based on programme needs, volunteer availability, and location. This may include community outreach, deployment activities, or participant support.

Organisations interested in volunteering as a group can contact the StayCool team directly to discuss suitable opportunities and arrangements.

Q7: How will I receive updates?

A7: Programme updates and volunteer communications will be sent primarily through WhatsApp using the contact number you provide during registration.

If we are unable to reach you via WhatsApp, we may contact you through the email address you provided instead.

Please make sure your contact details are kept up to date so that you do not miss important programme information, training details, or volunteering opportunities.

Q8: How do I sign up?

A8: You may register your interest by scanning the QR code on the StayCool volunteer flyer, signing up via our interest [form](#) for volunteers on the [StayCool website](#) or by contacting the StayCool team directly via:

- Email: staycool@sustainablelivinglab.org
- Phone / WhatsApp: +65 8891 3822, Monday to Friday, 9am to 6pm

Once we receive your registration, our team will contact you as soon as possible to confirm your sign-up and share information about upcoming training sessions and volunteering opportunities.