

**List of volunteering activities and proposed continuity plan**

Category	Volunteer Activity	Risk Level	Response Measure
<b>Helping neighbours</b>	<ul style="list-style-type: none"> <li>• Neighbourliness efforts such as the purchase of food items or grocery for neighbours in need (drop off with no interaction)</li> <li>• Checking in on vulnerable neighbours and those living in the same block (no direct contact)</li> </ul>	Low	Proceed, with no contact
<b>Advocacy and fundraising</b>	<ul style="list-style-type: none"> <li>• Highlight community needs</li> <li>• Rally community support</li> <li>• Get people involved in volunteering</li> <li>• Call for donations</li> </ul>	Low	Proceed, but to operate remotely from home
<b>Telephonic support</b>	<ul style="list-style-type: none"> <li>• Befriending vulnerable groups through phone check-ins</li> <li>• Outreach on personal hygiene, phone usage, etc.</li> </ul>	Low	
<b>Backend support</b>	<ul style="list-style-type: none"> <li>• Packing of food, essential or care packages for vulnerable groups</li> </ul>	Moderate	Require approval of plans by relevant authorities. Limit activities to essential aid with the necessary precautionary and safe distancing measures
<b>Home visits, distribution and outreach activities</b>	<ul style="list-style-type: none"> <li>• Distribution of daily essential items, meals or care packages (drop off with no interaction)</li> <li>• Medical escorts such as accompanying unwell service users to the clinics/hospital [on needs basis only]</li> </ul>	Moderate	
<b>Large Group Communal Activities and External Events</b>	<ul style="list-style-type: none"> <li>• Organised excursions, outings and participation in external events for vulnerable groups</li> <li>• Large group communal activities and mass gatherings in Homes/ Centres involving large groups of external participants/ volunteers</li> <li>• External gatherings and events involving vulnerable groups and external participants/ volunteers regardless of size</li> </ul>	High	Suspend as activity is considered as non-essential and high risk

### **Precautionary and Safe Distancing Measures**

VHOs to implement the following precautionary measures for on-site volunteer activities.

#### **Precautionary Measures for Staff and Volunteers**

- Volunteers must not engage in direct physical volunteering activities if they or anyone living in the same household, are unwell, have travelled overseas in the last 14 days or are under Quarantine, Leave of Absence (LOA)/Stay Home Notice (SHN) prior to the activity (pre-screening measures).
- Brief volunteers of the precautionary measures implemented by the VHO, and ensure that they are adhered to.
- Register volunteers to facilitate contact tracing.
- Administer temperature screening and health/travel declarations of volunteers.
- Turn away volunteers who are unwell, have recent travel history or are under Quarantine/LOA/SHN.
- Provide a clean and well-ventilated environment for volunteers and ensure safe distancing.
- Encourage personal social responsibility among volunteers
  - Practice good personal hygiene (i.e. washing of hands and using tissues when sneezing or coughing)
  - Adjust social norms (i.e. refrain from handshakes, hugs, high fives, and any forms of greeting that involve direct physical contact)
  - Wear a mask properly with clean hands (i.e. cover the mouth, nose and chin with the coloured side facing outwards and pinch the metal edge of the mask on the nose bridge)
- Advise volunteers to inform the VHO if they were later found to be in contact with confirmed COVID-19 cases or have fallen ill after the activity.

### **Online Resources for VHOs**

All of us has a part to play to help Singapore overcome the COVID-19 situation. Here are some of the resources that VHOs can tap on to reach out to the community, learn, start an initiative and support their volunteers.

#### **Connect**

- Platforms to call for support and stay connected with the community:
  - SG United portal (<https://www.sgunited.gov.sg>)
  - Giving.sg portal (<https://www.giving.sg>)
  - SG Cares App
  - SG United Telegram

#### **Learn**

- Online training and e-learning courses to equip volunteer managers and volunteers with the necessary skillsets  
(<https://www.ncss.gov.sg/GatewayPages/Donate-Volunteer/Volunteer>)

#### **Resource Support**

- Apply for the following funds (non-exhaustive) to initiate a community initiative to help those affected by the COVID-19 situation:
  - The Courage Fund under the NCSS  
(<https://www.ncss.gov.sg/Our-Initiatives/The-Courage-Fund>)
  - The Sayang Sayang Fund under the Community Foundation of Singapore  
(<https://cf.org.sg>)
  - Our Singapore Fund under the MCCY  
(<https://www.sg/oursingaporefund>)
  - Singapore Strong Fund under the Majurity Trust  
(<https://www.majurity.sg/sgstrong>)

#### **Get Help**

- Online counselling services that support mental health and wellness of individuals during COVID-19
  - National Care Hotline (Call the 24-hour hotline at 6202-6868)
  - eCounselling Centre (<https://eC2.sg>)