**Annex A**

**Volunteer Activity Risk Assessment Matrix**

A **volunteer activity risk assessment matrix** for volunteering activities can include the following considerations (See Table 1 for an illustration):

* 1. Nature of volunteer activity;
  2. Location of volunteer activity;
  3. Number of volunteers and beneficiaries involved (small or large groups);
  4. Level of interaction with beneficiaries and among volunteers (e.g. physical distance, minimal or face-to-face sustained contact); and
  5. Type of beneficiaries (vulnerable[[1]](#footnote-1) or non-vulnerable groups).

**Table 1: Volunteer Activity Risk Assessment Matrix**

| **Criteria** | **Risk Level** | | |
| --- | --- | --- | --- |
| **Low** | **Moderate** | **High** |
| a. Nature of volunteer activity | Backend (i.e. no direct interaction with community/beneficiaries or items for their consumption/use) | Front – facing (i.e. direct interaction with community/beneficiaries or items for their consumption/use) | |
| b. Location of volunteer activity | Open-air | Well ventilated | Enclosed |
| c. Number of volunteers and service users involved | Small-sized groups (i.e. 10 persons or less), or activities with at least 1 person in 16 sqm usable space | | Large-size groups  (i.e. 10 persons or more), or activities with more than 1 person in 16 sqm usable space |
| d. Level of interaction between volunteers and service users | No contact | Face-to-face contact up to 15 mins | Face-to-face sustained contact, beyond 15 mins |
| e. Type of service users | Non-vulnerable groups | Vulnerable groups | |

See Table 2 for a list of volunteering activities and proposed continuity plan.

**Table 2: List of volunteering activities and proposed continuity plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Volunteer Activity** | **Risk Level** | **Response Measure** |
| **Helping neighbours** | * Neighbourliness efforts such as the purchase of food items or grocery for neighbours in need (drop off with no interaction) * Checking in on vulnerable neighbours and those living in the same block (no direct contact) | Low | Proceed, with no contact |
| **Advocacy and fundraising** | * Highlight community needs * Rally community support * Get people involved in volunteering * Call for donations | Low | Proceed, but to operate remotely from home |
| **Telephonic support** | * Befriending vulnerable groups through phone check-ins * Outreach on personal hygiene, phone usage, etc. | Low |
| **Backend support** | * Packing of food, essential or care packages for vulnerable groups | Moderate | Non-approved services and essential aid require approval of plans by relevant authorities |
| **Home visits, distribution and outreach activities** | * Distribution of daily essential items, meals or care packages (drop off with no interaction) * Medical escorts such as accompanying unwell service users to the clinics/hospital [on needs basis only] * Home visits and befriending [high needs or critical cases only] | Moderate |
| **Large Group Communal Activities and External Events** | * Organised excursions, outings and participation in external events for vulnerable groups * Large group communal activities and mass gatherings in Homes/ Centres involving large groups of external participants/ volunteers * External gatherings and events involving vulnerable groups and external participants/ volunteers regardless of size | High | Suspend as activity is considered as non-essential and high risk |

1. For example, frail elderly, who may be more severely impacted if affected by COVID-19. [↑](#footnote-ref-1)