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):

    a. Nature of volunteer activity;
    b. Location of volunteer activity;
    c. Number of volunteers and beneficiaries involved (small or large groups);
    d. Level of interaction with beneficiaries and among volunteers (e.g. physical distance, minimal or face-to-face sustained contact); and
    e. Type of beneficiaries (vulnerable[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. 2 persons or less)		Large-size groups (i.e. 3 persons or more)
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.

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[1] For example, frail elderly, who may be more severely impacted if affected by COVID-19.

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 • Checking in on vulnerable neighbours and those living in the same block	Low	Proceed, up to any two persons
Advocacy and fundraising	• Highlight community needs • Rally community support • Get people involved in volunteering • Call for donations	Low	Proceed, up to any two persons
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	Inform NCSS for essential aid distribution; refer to sector guidelines 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	High	Suspend as activity is considered as non-essential and high risk

	external participants / volunteers regardless of size		

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
  - Giving.sg portal
  - SG Cares App
  - SG United Telegram

Learn

- Online training and e-learning courses to equip volunteer managers and volunteers with the necessary skillsets

- Volunteer Management 101: COVID-19 Edition – Suggestions to continue engaging existing volunteers and recruit new ones

- NCSS Volunteer Management resources

- City of Good Guide to help others and support causes from home

Resource Support

- Schemes available for individuals who are affected by the COVID-19 situation:

  - The Courage Fund under the NCSS

  - Our Singapore Fund for Digital Readiness under IMDA

  - Workfare Special Payment (WSP) under MOM

  - COVID-19 Recovery Grant (CRG) under MSF

  - Home Access under IMDA

  - Mobile Access for Seniors under IMDA

  - IT/Assistive Technology (AT) Loan Library under IMDA

- Funding available (non-exhaustive) to initiate a community projects to help those who are affected by the COVID-19 situation:

  o Our Singapore Fund under the MCCY

  o Oscar@sg Fund under Temasek Trust

  o IT Solutions under NCSS

- Free Mindfulness Session (30mins) by Brahm Centre to support you and SSAs under your care in staying physically and mentally well

  o Mindfulness @ Lunch

  o Unwind @ Sunset

Get Help

- Online counselling services that support mental health and wellness of individuals during COVID-19
  o National Care Hotline (Call the 24-hour hotline at 6202-6868)
  o eCounselling Centre