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):

Nature of volunteer activity;
Location of volunteer activity;
Number of volunteers and beneficiaries involved (small or large groups);
Level of interaction with beneficiaries and among volunteers (e.g. physical distance, minimal or face-to-face sustained contact); and
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. 5 persons or less)		Large-size groups (i.e. 6 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 five persons
Advocacy and fundraising	Highlight community needs Rally community support Get people involved in volunteering Call for donations	Low	Proceed, up to any five 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	Organised excursions, outings and participation in external events for vulnerable groups Large group communal activities and mass gatherings in Homes/ Centres involving	High	Suspend as activity is considered as non-essential and high risk

External Events	large groups of external participants/ volunteers External gatherings and events involving vulnerable groups and external participants / volunteers regardless of size		