

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 (vulnerable¹ 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.

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Highlight community needs • Rally community support • Get people involved in volunteering • Call for donations 	Low	Proceed, up to any two persons
Telephonic support	<ul style="list-style-type: none"> • Befriending vulnerable groups through phone check-ins • Outreach on personal hygiene, phone usage, etc. 	Low	
Backend support	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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		
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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:

- [Our Singapore Fund](#) under the MCCY
- [Oscar@sg Fund](#) under Temasek Trust
- [IT Solutions](#) under NCSS

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](#)