**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 for mask-off settings) | | Large-size groups  (i.e. 11 persons or more for mask-on settings) |
| 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 * Checking in on vulnerable neighbours and those living in the same block | Low | Proceed, up to any ten persons for mask-off settings, or no limit for number of persons involved for mask-on settings. |
| **Advocacy and fundraising** | * Highlight community needs * Rally community support * Get people involved in volunteering * Call for donations | Low |
| **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 | Refer to sector specific 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 external participants / volunteers regardless of size | High | Refer to sector specific guidelines by relevant authorities. |

**Annex B**

**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](https://www.ncss.gov.sg/donate-volunteer/volunteer/for-volunteers/sign-up-for-volunteering-courses) to equip volunteer managers and volunteers with the necessary skillsets
* [Volunteer Management 101: COVID-19 Edition](https://go.gov.sg/vm101covid19) – Suggestions to continue engaging existing volunteers and recruit new ones
* [NCSS Volunteer Management resources](https://www.ncss.gov.sg/donate-volunteer/volunteer)
* [City of Good Guide](https://cityofgood.sg/resources/stay-home-giving-guide) to help others and support causes from home

**Resource Support**

* Schemes available for individuals who are affected by the COVID-19 situation:
  + [Our Singapore Fund for Digital Readiness](https://www.imda.gov.sg/programme-listing/our-singapore-fund-for-digital-readiness) under IMDA
  + [Workfare Special Payment (WSP)](http://www.workfare.gov.sg) under MOM
  + [COVID-19 Recovery Grant (CRG)](https://go.gov.sg/CRG) under MSF
  + [Home Access](https://www.imda.gov.sg/programme-listing/home-access) under IMDA
  + [Mobile Access for Seniors](https://www.imda.gov.sg/programme-listing/Mobile-Access-for-Seniors) under IMDA
  + [IT/Assistive Technology (AT) Loan Library](https://www.imda.gov.sg/programme-listing/IT-Assistive-Technology-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](https://www.sg/oursingaporefund) under MCCY
  + [Oscar@sg Fund](https://www.temasektrust.org.sg/Oscar) under Temasek Trust
  + [IT Solutions](https://www.ncss.gov.sg/our-initiatives/tech-and-go/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](https://ec2.sg/)

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