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. 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.

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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 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.

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:
    - 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 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