

### 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<sup>1</sup> 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.

<sup>1</sup> 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**

<b>Category</b>	<b>Volunteer Activity</b>	<b>Risk Level</b>	<b>Response Measure</b>
<b>Helping neighbours</b>	<ul style="list-style-type: none"> <li>• Neighbourliness efforts such as the purchase of food items or grocery for neighbours in need</li> <li>• Checking in on vulnerable neighbours and those living in the same block</li> </ul>	Low	Proceed, up to any two persons
<b>Advocacy and fundraising</b>	<ul style="list-style-type: none"> <li>• Highlight community needs</li> <li>• Rally community support</li> <li>• Get people involved in volunteering</li> <li>• Call for donations</li> </ul>	Low	Proceed, up to any two persons
<b>Telephonic support</b>	<ul style="list-style-type: none"> <li>• Befriending vulnerable groups through phone check-ins</li> <li>• Outreach on personal hygiene, phone usage, etc.</li> </ul>	Low	
<b>Backend support</b>	<ul style="list-style-type: none"> <li>• Packing of food, essential or care packages for vulnerable groups</li> </ul>	Moderate	Inform NCSS for essential aid distribution; refer to sector guidelines by relevant authorities
<b>Home visits, distribution and outreach activities</b>	<ul style="list-style-type: none"> <li>• Distribution of daily essential items, meals or care packages (drop off with no interaction)</li> <li>• Medical escorts such as accompanying unwell service users to the clinics/hospital [on needs basis only]</li> <li>• Home visits and befriending [high needs or critical cases only]</li> </ul>	Moderate	
<b>Large Group Communal Activities and External Events</b>	<ul style="list-style-type: none"> <li>• Organised excursions, outings and participation in external events for vulnerable groups</li> <li>• Large group communal activities and mass gatherings in Homes/ Centres involving large groups of external participants/ volunteers</li> <li>• External gatherings and events involving vulnerable groups and</li> </ul>	High	Suspend as activity is considered as non-essential and high risk



Ministry of Culture, Community and Youth

	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

- Apply for the following funds (non-exhaustive) to initiate a community initiative to help those affected by the COVID-19 situation:
  - [The Courage Fund](#) under the NCSS
  - [The Sayang Sayang Fund](#) under the Community Foundation of Singapore
  - [Our Singapore Fund](#) under the MCCY
  - [Singapore Strong Fund under the Majority Trust](#)
  - [Oscar@sg Fund under Temasek Trust](#)

### 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](#)