



**Filos Community Services**

**Volunteer Management Protocol (COVID-19)**

**Version 1.0**

## Volunteer Management Protocol (COVID-19)

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Developed by Filos Community Services

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# Volunteer Management Protocol (COVID-19)

## 1. PURPOSE

This protocol serves as a recommended guide in both the recruitment of volunteers and management of volunteering activities during the COVID-19 pandemic, which calls for the need to ensure heightened safe distancing measures to safeguard the health and safety of all stakeholders involved.

It is to be noted that the COVID-19 situation is constantly evolving and volunteer managers have to ensure that the prevailing guidelines and measures put forth by the Government agencies have to be adhered to strictly before planning for any volunteering activity. It is highly recommended that the SSA refers to the updated advisories from the sector administrators before implementing any form of volunteer activities, and that all necessary permits and licenses be attained prior to the engaging the volunteers.

This protocol will be updated periodically in accordance to the latest advisories.

## 2. TYPES OF VOLUNTEERS

In Singapore, volunteerism largely falls into three broad categories:

2.1 Event Based / Ad-Hoc Volunteerism

2.2 Skill-Based Volunteerism

2.3 Service-Based Volunteerism



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*Figure 1: Types of Volunteerism<sup>1</sup>*

In light of the prevailing COVID-19 safety measures and the nature of the volunteer activities prevalent during this period, the protocol will focus on managing event-based volunteers and skill-based volunteers. The protocol will see an introduction of a re-purposed form of skill-based volunteering termed as “remote volunteering”. Remote volunteering allows the Social Service Agencies (SSA) to tap on the skills and expertise of volunteers without physically being involved in the activity itself. More will be shared at a later part of this protocol.

Event-based volunteers will be involved in the disbursement of urgent aid and essential supplies to vulnerable groups. It is also worthy to note at this juncture that the COVID-19 situation provides an excellent opportunity for the conversion of event-based volunteers and skill-based volunteers into service-based volunteers, post COVID-19.

The volunteer management process consists of three chronological phases, namely pre-activity, day of activity and post-activity.

## **3. VOLUNTEER RECRUITMENT**

### **3.1 Group Volunteers**

- 3.1.1 Group volunteers are defined as employees of corporate entities and volunteers of Ground-Up Movements.
- 3.1.2 Post volunteer opportunity on Giving.sg or approach existing volunteers.
- 3.1.3 It is recommended to assign a volunteer leader to any one group / team for ease of coordination and communication.

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<sup>1</sup> Types of Volunteerism, URL: <https://www.ncss.gov.sg/GatewayPages/Donate-Volunteer/Volunteer/Types-of-Volunteerism>

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- 3.1.4 Groups are to be capped at a maximum of 10 persons at a ratio of 2 staff to 8 volunteers.
- 3.1.5 Organise volunteers into split teams. Members of each split team should not meet members of other teams
- 3.1.6 Organise teams into different locations where possible, so that teams do not meet each other.
- 3.1.7 It is to be noted that the SSA shall not deploy seniors, children<sup>2</sup>, persons with chronic or underlying conditions, and pregnant women for direct, physical, volunteer roles. However, these individuals can take on volunteer roles that allow them to operate remotely.

### **3.2 Individual Volunteers**

- 3.2.1 Recruitment can be done by posting the volunteering opportunity on Giving.sg.
- 3.2.2 If the SSA falls within the boundary of an adjacent SG Cares Volunteer Centre (VC), the SSA can approach the nearest VC for assistance to recruit the required volunteers. Filos Community Services is the appointed VC for Bedok Town.

SG Cares Volunteer Centre @ Bedok Town  
Filos Community Services  
Blk 55 Chai Chee Drive #01-222 Singapore 460055  
Tel: 6241 1503, Email: info@filos.sg

Constituencies: Bedok, Bedok Reservoir-Punggol Eunos, Feng Shan, Joo Chiat, Kaki Bukit, Kampong Chai Chee, Kembangan Chai Chee and Siglap

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<sup>2</sup> Children and Young Persons Act, 2001, URL: <https://sso.agc.gov.sg/Act/CYPA1993>

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### 4 MANAGING EVENT-BASED VOLUNTEERS

#### 4.1 Pre-Activity

- 4.1.1 Arrange a maximum of 10 persons at each distribution site at any one time, e.g. eight volunteers and two staff.
- 4.1.2 Engage just enough volunteers to support the pre-activity logistical processes.
- 4.1.3 Streamline administrative and logistical processes for activity.
- 4.1.4 Provide succinct instructions. Avoid having discussions on site.
- 4.1.5 Keep the duration of all volunteer activities short and productive.
- 4.1.6 Volunteer Management (VM) Staff shall send an online Travel and Health and PDPA Declaration form to individual volunteers or volunteer leader 3 days prior to day of activity. Any volunteer who does not meet the requirements on the declaration form:
  - (a) will not be allowed to participate in the activity;
  - (b) are obligated to inform VM Staff or volunteer leader before or on the day of the volunteering event of their health symptoms and be excused from participation.
- 4.1.7 VM Staff must check that all declarations are cleared before they allow volunteers to attend the volunteering activity.
- 4.1.8 VM Staff should inform volunteers or volunteer leaders to bring personal stationaries or equipment which are necessary for the activity to avoid sharing of items among volunteers.
- 4.1.9 Staff on duty should demarcate stations for packing exercises and ensure a safety distance of 2 metres between individuals or at least placing 1 individual within a 16 square metre usable space between stations.

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4.1.10 It is for the staff to ensure that items are laid out and ready for packing prior to the activity.

4.1.11 SSAs are required to provide a contact number for volunteers to call in case of emergency.

### **4.2 Day of Activity**

4.2.1 VM staff will send a reminder to volunteers to bring their own masks and pens in order to ensure personal health and prevent cross contamination. Have their temperatures taken by staff on duty.

4.2.2 Prior to start of event, staff on duty will inform volunteers where the out of bounds area are in the office. Volunteers should be directed to wash their hands before and after the activity.

4.2.3 All volunteers must observe the following before entering Filos premises and to always ensure that they practice safety distancing measures by keeping themselves at least 2 metres or within 16 square metre usable space, away from the next person:

(a) Have their temperatures taken by the staff on duty. Any volunteer with their temperature >37.5 degrees will not be allowed to volunteer at the activity and be denied access into Filos' premises.

(b) Complete the Travel and Health Declaration Form again on the day of activity to declare they are fit to join the activity that day. The declaration is made by assessing a QR code that is clearly displayed at the entrance to the office. Hardcopies can also be made available on individual clipboards for those who require it.

(c) Scan the *Safe Entry* QR Code for contact tracing purposes

4.2.4 Staff on duty shall provide all volunteers with a mask each.



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- 4.2.5 Hand sanitizers are to be provided for volunteers' use at all times.
- 4.2.6 Volunteers shall not interact with any beneficiary during the volunteering activity. Where remote distancing is not possible, volunteers are required to adhere strictly to a safety distance of 2 meters from beneficiaries and avoid any physical contact and communication.
- 4.2.7 Stagger time of volunteering activity wherever possible.

### **4.3 Post Activity**

- 4.3.1 Volunteers are allowed limited access to the office premises along access route demarcated for the purpose of washing their hands. Volunteers will take turns to enter the office premises keeping a safety distance of 2 meters from each other.
- 4.3.2 Volunteers shall wash their hands and/or use hand sanitizers provided and to leave the office premises as soon as they are done. No loitering is allowed.
- 4.3.3 All volunteers are to complete an online Volunteer Satisfaction Survey after the Volunteering Activity via the link: <https://forms.gle/4RQDtw2RCaiiu9PHA>.
- 4.3.4 Staff on duty should thank the volunteers for taking their time to volunteer but there will be strictly no debrief. All volunteer feedback shall be conveyed via the Volunteer Satisfaction Survey or emailed to [volunteer@filos.sg](mailto:volunteer@filos.sg).
- 4.3.5 Staff on duty shall disinfect the office premises where volunteers had contacted after they depart.

## **5 MANAGING SKILL-BASED / REMOTE VOLUNTEERS**

### **5.1 Pre Activity**

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- 5.1.1 VM staff has to discuss with the programme team on the programme continuity plans, and to make a forward trajectory plan of a minimum 1-month's estimate of volunteer requirements.
- 5.1.2 VM staff has to assess the suitability of existing and new volunteer pool, and reach out to these individuals and groups.
- 5.1.3 VM staff and programme I/C are to conduct the programme briefing and training (where applicable) to volunteers over online meeting applications.
- 5.1.4 All volunteers must acknowledge the volunteer's code of conduct prior to volunteering.

### **5.2 Commencement of Activity**

- 5.2.1 All volunteers are to strictly adhere to the volunteer's code of conduct during their time of volunteering that include and not limited to the following:
  - (a) Not to accept any form of gift, both direct and indirect from the beneficiary;
  - (b) Not to make promise of any kind, to the beneficiary both as an individual and on behalf of the SSA;
  - (c) Not to withhold any physical or electronic document or information that is not required in the functioning of the volunteer's role.
  - (d) To report back to the programme in-charge and/or VM staff for any issues faced during the period of volunteering, and not to take matters into the volunteer's own hands.
- 5.2.2 SSAs are required to provide a contact number for volunteers to call in case of emergency.

### **5.3 Post Activity**

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- 5.3.1 All volunteers are to complete an online Volunteer Satisfaction Survey after the Volunteering Activity, either via the QR Code provided by staff on duty or an online link that will be sent out by the Volunteer Manager. The survey link is at <https://forms.gle/4RQDtw2RCaiiu9PHA>.
- 5.3.2 VM staff or Programme I/C should thank the volunteers for taking time to volunteer. All feedback should be addressed in the Volunteer Satisfaction Survey or emailed to [volunteer@filos.sg](mailto:volunteer@filos.sg).
- 5.3.3 VM staff or Programme I/C to reach out to volunteer for subsequent opportunities and to ask volunteer to share the opportunity to his/her circle of friends and colleagues.
- 5.3.4 VM staff or Programme I/C to arrange for a monthly online feedback session.

## 6 SAFETY OF VOLUNTEERS – COVID-19 PRECAUTIONS

- 6.1 Safety:** Volunteers will have to fill up a Travel and Health Declaration Form and undergo temperature taking before the volunteering activity. Staff on duty will provide all volunteers with a mask each and hand sanitizers will be made readily available. During the course of the volunteering activity, all volunteers will have to adhere to a safety distance of 2 metres apart or within 16 sq metre usable space, away from the next person and volunteers must observe safety distancing measures and not interact with any beneficiary at any point of time.
  
- 6.2 Self-care:** Volunteers should inform the VM staff or Programme I/C know if they have any health concerns so that they can be better supported. Volunteers should also voice out any concerns to the staff should they be placed in an uncomfortable situation during activity or experience any circumstance where their safety might be challenged.

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## 7 RESOURCES

### 7.1 Sample Volunteer Role Description

The following is a sample volunteer role description that can be used to recruit volunteers during COVID-19.

#### Role Description: *Packing & Distribution of Care Pack Items*

##### Our Organization, Programme & Beneficiaries

<Insert About organization>

Volunteer Opportunity:

##### Packing & Distribution of Care Pack Items

##### About Project

<Insert About Project>

##### Your Role

To pack and distribute care packs to vulnerable households.

##### Key Responsibilities

1. Packing of items to distribute to individuals and families
2. Distribution of packed items to households

##### Role Requirements

- No prior experience required
- Physically able to carry require items that are not limited to food rations.

##### Support provided

- Staff support
- Check-Ins
- Handbook
- Orientation
- Training

##### Benefits

- Make a difference to lives in the community
- Inspire community volunteerism
- Gain valuable life experiences

##### Commitment Level

- Ad-hoc

1

##### Date, Time & Venue

- 1 hour
- <Insert Location>

##### Dress Code

- Casual wear

##### COVID-19 Volunteer Measures:

1. **Safety:** Volunteers will have to fill up a Travel and Health Declaration Form and undergo temperature taking before the volunteering activity. Staff on duty will provide all volunteers with a mask each and hand sanitizers will be made readily available as well. During the course of the volunteering activity, all volunteers will have to adhere to a safety distance of 1 metre apart and volunteers must observe safety distancing measures and must not interact with beneficiaries at any point of time.
2. **Self-care:** Do let us know if you have any health concerns so that we can support you better as our volunteer. Please voice out any concerns to our staff should you be placed in an uncomfortable situation during activity or experience any circumstance where your safety may be challenged.
3. **Confidentiality:** Safeguard the privacy and confidentiality of the beneficiaries' data and/or any details which you may be exposed to for this programme. Do not copy or share their details with any parties without prior consent from <Insert SSA>.

##### Contact Person

<Insert Point of Contact>

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*Figure 2: Sample Volunteer Role Description*

### **7.2 Sample Volunteer Forms Templates**

The following is a sample of the volunteer form template that can be adapted to supplement the volunteer management process in light of COVID-19. These forms can be completed online or offline.

#### **7.2.1 Travel and Health Declaration Form**

##### 1. Short Answer Questions

- Name
- Contact Number
- Email Address
- Date of Volunteering Event

##### 2. Multiple Choice Questions (Yes/No)

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- I have travelled out of Singapore in the last 14 days
- I have visited or stayed at a foreign worker dormitory in the past 14 days
- I have come into contact with someone infected with COVID-19 in the past 14 days
- I live in the same household as someone placed on Stay Home Notice(SHN) or Quarantine Order (QO) in the past 14 days

### 3. Checkbox Questions

- (Select where applicable) I have these health symptoms
  - Fever
  - Shortness of Breath
  - Sore Throat
  - Dry Cough
  - Runny Nose
  - None

### 7.2.2 PDPA Form

#### 1. Short Answer Questions

- Name
- Contact Number
- Email Address
- Date of Volunteering Event

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### 2. Checkbox Question

- By submitting this PDPA Form, I, the undersigned (and parents of underage volunteers), affirm that I/we have read, understand and agree with the following:
  - I do not conduct and/or solicit any communication with a profit in view with residents during the services and activities with (*Insert SSA's name*).
  - I have discussed and/or been informed of the programme in detail. I will not hold the management and staff of (*Insert SSA's name*) responsible for any liability, loss, damage, expense and cost, which I may sustain, incur or receive as a result of such services and activities.
  - I give consent to reproduction and publication of any pictures/videos taken of me by (*Insert SSA's name*) for their publication purposes.
  - I understand that we may be privy to confidential information with regard to residents with whom we are working with, such as organizational files, diagnostics, medical histories, personal stories, or other classified agency, employee, or other client information. We will treat such information as confidential.
  - I agree that I will not take any photo or video, or make any publications about the clients under (*Insert SSA's name*), without seeking prior approval from the client themselves and the Executive Director or the coordinating officer assigned by (*Insert SSA's name*)

### **7.2.3 Volunteer Satisfaction Survey**

#### 1. Short Answer Questions

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- Activity Name
  - Activity Date
  - Volunteer Name
  - Email Address
  - School/ Organisation
2. Multiple Choice Question (Yes/No)
- This is my first time volunteering for this organisation
3. Rating Scale Questions (5- Strongly Agree, 4- Agree, 3- Neutral, 2-Disagree, 1- Strongly Disagree)
- I was adequately briefed and oriented clearly on my roles and responsibilities
  - The activity met my expectations as a volunteer
  - My contribution was meaningful to meet the needs of target group of the activity
  - I intend to continue to volunteer with this organisation
  - I feel that I am supported in my role
  - I would recommend someone I know to volunteer with this organisation
4. Open Ended Question
- Please let us know what was done well or could be improved

### 7.3 Free Resources



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Below are some free essential resources for consideration to maximise the use of existing systems, reduce duplication and streamline processes for more efficient administration of the volunteer management work

- 7.3.1 Giving.sg Portal (<https://giving.sg>)
- 7.3.2 SG United Portal (<https://sgunited.gov.sg>)
- 7.3.3 Google Form Generator (<https://www.google.com/forms/>)
- 7.3.4 QR Code Generator (<https://www.qrcode-monkey.com/>)

## 8 REFERENCES

- 8.1 Singapore. The Ministry of Community, Culture and Youth. [\*Guidelines for volunteer management during COVID-19 Pandemic\*](#)
- 8.2 Singapore. National Council of Social Service. *Types of volunteers*, <https://www.ncss.gov.sg/GatewayPages/Donate-Volunteer/Volunteer/Types-of-Volunteerism>, released by National Council of Social Service
- 8.3 Singapore. Singapore Statutes Online. 2001. Children & Young Persons Act. *Children & Young Persons Act (Chapter 38)*. <https://sso.agc.gov.sg/Act/CYPA1993>