

Connecting with Volunteers During The COVID-19 Pandemic



It is harder to get volunteers to come forward to help now when many of us are struggling with so much.

With advisories such as social distancing measures, how do we continue to engage volunteers to help in our programmes?"

In times like this, it's easy to give in to fears and even panic. Yes, we are faced with challenges everyday amid the changes bring forth by the pandemic, but that does not mean that we should stop connecting and engaging our individual and corporate volunteers.

Extraordinary times require extraordinary measures. Now, it is about re-thinking the **what** and **how** to continue the engagement with your supporters creatively and safely. Here's some suggestions:

1

Support and appreciate your volunteers.

Communication is key. Let your volunteers know what is happening and take the chance to support and appreciate them.

2

Prioritise your programme(s).

You may need to consolidate your volunteers to deliver core programme(s) for your service users.

3

Explore remote volunteering.

Think of new ways to allow volunteers to continue volunteering remotely and stay connected.

What others are doing to engage volunteers remotely...

*"Instead of the usual home visits, the Eldersitters engaged our seniors through **good old fashioned phone conversations.**"*

*"Since the COVID-19 outbreak, the regular tuition programme has been suspended but support is still rendered to the students during this period through a **virtual tuition initiative.**"*

Read more [here](#).

Filos Community Services Ltd

*"With the recent COVID-19 Circuit Breaker, our volunteers now help to **purchase meals/groceries** from nearby stalls and deliver them to the doorstep of service users and those affected by COVID-19"*

Loving Heart Multi-Service Centre

We would love to hear how you engage volunteers and the challenges faced in this pandemic. Drop us a note @ [Volunteer_Resource@ncss.gov.sg!](mailto:Volunteer_Resource@ncss.gov.sg)

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Explore Remote Volunteering

You can start by adapting current volunteers' roles into remote volunteering. Here's some ideas:

Volunteer Role	Description on Adaptation of Role
Administrative Support Befriender Mentor	[Go Digital] Work with your volunteers to see how they can still support in the comfort of their home. Connecting volunteers and services users can still be done with phone and digital tools such as videoconferencing solutions.
Activity Facilitator	[Volunteering Apart] Explore new activities such as online or augmented reality games that will minimise physical interactions but fun for your service users.
Kopi Kaki Grocery Shopping Meals on Wheels (Angel on Patrol)	[Locale-based] Instead of bringing seniors to nearby coffee shops or supermarkets, bring the coffee shop / groceries to them!

Note: Where SSAs need to engage volunteers face-to-face, please adhere to the advisories provided by MOH.

Resource Directory

Upcoming Webinars

[Volunteer Engagement Amid the Coronavirus Pandemic: A Virtual Convening, Sterling Volunteers](#)
10 April, 2am to 3am (SGT)

Articles

For Volunteer Managers

- [What to expect when volunteering during a crisis](#)
- [Volunteer management in an emergency](#)
- [Nonprofit resources for remote work during the COVID-19 outbreak](#)

For Volunteers

- [Volunteering safely during COVID-19](#)
- [Your wellbeing while volunteering during COVID-19](#)

Platforms and Tools

For enlisting help and collaborations from community and corporates

- [SG United](#)
- [Company of Good](#)

Online Tools

- Videoconferencing Solutions
 - [Cisco Webex](#)
 - [Zoom](#)
- Communication
 - [Canva](#)
 - Facebook Groups/Live
 - Google Docs or OneDrive

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