



# COVID Compliance

## Planning for a return to volunteering that is COVID compliant.

From COVID compliance inductions, vaccination passports and remote check ins.



**ROSTERFY White Paper**

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With 2020 drawing to a close (thank god for that!) there appears to be light at the end of the tunnel for a return to life as we once knew it filled with the things we love. For many, that includes the return of events, fundraising and in turn, volunteer opportunities ready to fill that void after months of isolation, social distancing and working from home.

Recently, the team at Rosterfy released our **COVID Volunteer Handbook**, which provided an in-depth look at the ways in which organizations can and have implemented strategies to ensure maximum volunteer engagement and retention. The next piece of the puzzle will be ensuring that our volunteers feel safe and comfortable returning to volunteering in the physical capacity.

Anyone who works with volunteers understands the importance and value that volunteers contribute not just from an operational point of view but from a community perspective, contributing to the overall experience and success of a program. The largest demographic of volunteers remain those within the 65-74 year age bracket and with the elderly most at risk when it comes to COVID-19 ensuring that your volunteers feel comfortable and safe should be of the highest priority.

In this white paper we have aimed to highlight some of the ways in which nonprofits, events and organizations can implement small changes to enhance the volunteer experience, whilst meeting health and safety protocols and ensuring all stakeholders remain safe from COVID-19.

This includes:

- **Custom Registration Forms and Remote Check In & Out.** Capture relevant information about your volunteers from the moment they register for an event including their recent travel and health history. This includes the ability to facilitate remote check in and out via QR codes and/or via mobile and ask custom questions during this process (i.e have you been in contact with anyone with COVID?)
- **COVID Safety Officers.** The ability to train volunteers online to provide them with the skills and knowledge they need to operate safely at your next event.
- **Vaccination Passports.** A closer look at the concept of a vaccination passport and whether or not this becomes a consideration when recruiting and scheduling volunteers.

If you want to ensure that you are compliant without drastically increasing your workload, please don't hesitate to get in touch to secure a free trial of Rosterfy today.

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# The Landscape

Throughout the world, nonprofits, events and organizations have felt the far reaching impacts of COVID-19.

In a report recently released by Volunteering Victoria, **volunteering participation has experienced a 50.2% decrease as a direct result of COVID-19.** With the highest cohort of volunteers over the age of 65 and the risk for severe illness as a result of COVID-19 increasing with age, introducing measures to ensure the health and wellbeing of volunteers has never been more important.

**In 2019, only 9% of volunteers were concerned about the potential health risks to themselves.**

**With COVID present, this number has risen by approximately 266% to 32.9%.** <sup>1</sup>

After months of isolation and lack of social interaction, the importance of volunteerism shouldn't be underestimated. Volunteerism provides a great opportunity to reconnect with the community and to give back in meaningful ways. It also helps individuals develop stronger social networks and friendships and also can help individuals both mentally and physically. Some people find that volunteering helps them experience less stress and anxiety, which is arguably more important than ever in today's climate.<sup>2</sup>

Throughout this white paper we will outline some strategies that nonprofits, organizations and events can use to ensure a compliant experience for their volunteers.

1. State of Volunteering in Victoria 2020, **Volunteering Victoria**

2. Purposeful Activity Volunteering, **Head to Health**, Australian Government Department of Health, July 2019

**In this white paper, we will be taking you through some key strategies you can implement now to help organizations ensure that their volunteer management program is COVID compliant.**



# 1. It's all in the details

## Custom Registration Forms

Collecting the right information from the get go is the first step to ensuring the health and wellbeing of your volunteers.

Implementing an online volunteer management process for registering your volunteers not only enhances the volunteer experience by ensuring it's streamlined and simple, but it also plays a very important role in building a profile for each individual volunteer.

As we enter an era where data and compliance is so important, a custom registration form can allow the following information to be accessible at all times:

- Contact details
- Age
- Medical information
- COVID related questionnaire
- History of travel
- Vaccination passport details

## Remote Check In & Out

Utilizing technology is one way in which organizations can maintain the health and safety of your volunteers.

Have you considered implementing a volunteer management solution that enables volunteers to check in via a QR code or via their own mobile? This is a great way to promote social distancing, whilst making the overall volunteer experience more efficient and enjoyable.

Check in and out is also a great opportunity to ask volunteers questions in real time (i.e do you have any flu like symptoms?) with automations triggered based on responses.

**Real life example.** An elderly man decides to volunteer at your event and/or cause.

With the ability to check in remotely, he does so via his online volunteer portal on his mobile when he arrives onsite avoiding any long lines or mass gatherings.

During check in he is asked whether or not he has a temperature or any flu like symptoms, has travelled in the past 7 days and whether or not he has been around anyone with COVID-19. Answering no to each of these questions, his check in is successful and he makes his way to the Volunteer Tent to start his shift.

At the conclusion of his shift he pulls out his mobile and checks out remotely, having had a great day!

## 2. Online COVID Inductions

As the saying goes, knowledge is power.

Provide your volunteers with the skills and knowledge that they need to feel informed and empowered at their next volunteer shift.

As part of the volunteer onboarding experience, why not consider making it mandatory for all volunteers to complete an online COVID Induction covering specific guidelines as dictated by the government. This may include rules regarding social distancing, personal hygiene and personal protective gear.

This training can also help to address some of the frequently asked questions your volunteers meet from participants and spectators including what is and what isn't permitted.

The best way to facilitate this is through a volunteer management solution that allows training to be facilitated either in person or remotely with training progress tracked in volunteer portals.

### Case Study: Spark Event Group - COVID Safety Officer Inductions

Spark Event Group, provide motivated casual staff and volunteers to major events around Australia. Like many of our clients, COVID-19 put a halt to their operations back in March with many of their clients forced to postpone or cancel their events.

With thousands of casual staff and volunteers without a job and with time to spare, **Spark Event Group decided to create and implement 'COVID Safety Officer Inductions' executed through Rosterfy's** inductions feature; available for all staff and volunteers interested in participating.

The online training course covered specific guidelines outlined by the government across all Australian states and territories including information about social distancing, personal hygiene and protective gear. Hundreds of Spark's casual staff completed the induction (which required a 100% pass rate).

The reality is that to get events back up running additional safety measures and permit requirements will need to be fulfilled.

Up-skilling your staff is a great way to further prove that your organization and/or event is ensuring that the staff on the ground are equipped and informed with the knowledge and skills that they need to operate safely in accordance with government regulations



# 3. Vaccination Passports

With a vaccination imminent, nonprofits, events and organizations are starting to consider what their programs will look like in a post COVID-19 world.

For those who already utilize a volunteer management solution, the ability to verify testing and vaccinations may become commonplace to ensure the health and wellbeing of volunteers, staff, participants as well as the broader community.

Event and volunteer managers will likely require a means to identify whether volunteers have been recently tested or tested negative for the virus, which will help to limit access and ensure that operations are compliant with government regulations.

## What does implementation look like?

The simplest and most effective way to manage recording and identifying individual vaccination passports is through a volunteer management solution.

During the registration process, volunteers will be asked to supply a copy of their proof of vaccination or negative testing, which will be accessible by administrators through volunteer portals.

With a centralized online solution for accessing this documentation, administrators can pull reports and quickly identify who does and doesn't comply with their volunteer requirements.



### Get in touch today!

If you'd like to learn more about how Rosterfy can work with your team to facilitate volunteer vaccination passports, please don't hesitate to **[get in touch today!](#)**



# Conclusion

Volunteering provides an incredible opportunity to connect individuals to their community, allowing them to give back in meaningful ways.

As we come to terms with the new 'normal', we need to ensure that we are all playing our part to keep our communities safe and that needs to extend to our volunteers.

By implementing a volunteer management program that can facilitate online registrations, training and COVID checks we open the doors to a safe return to volunteerism.

If you'd like to learn more about how Rosterfy can help ensure that you are COVID compliant, please get in touch to start your free trial today.

Kindest,

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