

**RECORD OF GENERAL RISK ASSESSMENT (Based on HSE's Five steps to risk assessment)**



|                            |  |
|----------------------------|--|
| <b>Department</b>          | Voluntary Services – COVID-19 Response |
| <b>Manager Responsible</b> |  |
| <b>Risk Assessor(s)</b>    |  |

**Step 1(a)- Description of Task/ Environment/ Objectives**

The COVID-19 response volunteers are based at the Volunteer Hub in Ninewells. The volunteers provide support to staff during COVID-19. Examples of tasks include putting together packs eg recruitment packs, delivering donated goods around the hospital, run errands for staff, provide directional assistance. This risk assessment is specific to the COVID-19 role.

| <b>Step 1(b) What are the hazards</b> | <b>Step 2- Who might be harmed &amp; how</b>  | <b>Step 3(a)- Current Controls</b>   | <b>Step 3(b) Evaluate the risks</b> |
|---------------------------------------|---|--|-------------------------------------|
| 1. Slips, trips and falls             | Volunteer, staff, patients, visitors.<br>Sprains, fractures or bruising   | Instruction and Induction<br>Advised of appropriate footwear<br>Good housekeeping.<br>Complete section 6 in online volunteer training – Volunteering in NHS Scotland<br>Induction Training         | Likelihood 2 x Severity 2 = 4       |
| 2. Manual Handling                    | Volunteer<br>Injury from moving items.  | Instruction and Induction<br>Volunteers trained appropriately for moving boxes and pushing trolleys.   | Likelihood 2 x Severity 2 = 4       |
| 3. Skin Health                        | Volunteer.<br>Allergy or reaction to hand decontamination materials.  | Instruction and Induction.<br>OH pre-placement assessment.<br>Risk assessment of role for skin health surveillance programme.  | Likelihood 1 x Severity 1 = 1       |
| 4. Fire                               | Volunteer.<br>Smoke inhalation or burns.  | Instruction and Induction.<br>Local induction of area.<br>Attend fire lecture as required.<br>Complete section 4 in online volunteer training – Volunteering in NHS Scotland<br>Induction Training | Likelihood 1 x Severity 2 = 2       |
| 5. Stress                             | Volunteer.<br>Due to the nature of the service there may be situations when patients or visitors share information with the | Instruction and induction.<br>Support from volunteer services, spiritual care.<br>Complete section 6 in online volunteer   | Likelihood 3 x Severity 1=3         |

|  |  |  |                              |
|--|--|--|------------------------------|
|  | volunteer or what they witness due to someone's health condition.          | training – Volunteering in NHS Scotland Induction Training   |                              |
| 6. Exposure to Infection   | Volunteer, staff, patients, visitors.<br>Exposed or exposure to infection. | <p>Instruction and induction</p> <p>Pre-employment health screening for immunisations.</p> <p>Instruction not to volunteer in if unwell – sickness or cold.</p> <p>Training regarding Infection Control – COVID-19</p> <p>Social Distancing awareness</p> <p>Infection control training and refresher.</p> <p>COVID-19 safety and awareness</p> <p>Volunteers will be volunteering in low risk areas</p> <p>Volunteers are Priority Group 4: (Staff and volunteers in third or public sector organisations) and can be tested if suspected of developing COVID-19</p> <p>Complete section 5 in online volunteer training – Volunteering in NHS Scotland Induction Training</p> | Likelihood 2 x Severity 2= 4 |
| 7. Violence or Threatening Behaviour                                       | Volunteer.<br>Assault or abuse which may be verbal or physical.            | <p>Instruction and Induction</p> <p>Customer Care training</p> <p>Violence and Aggression training</p> <p>Report incidents.</p> <p>Complete section 1 in online volunteer training – Volunteering in NHS Scotland Induction Training</p>   | Likelihood 2 x Severity 1 =2 |
| 8. Volunteer is asked to carry out tasks out with the scope of their role. | Volunteer, patient, staff  | <p>Instruction and Induction</p> <p>Volunteer boundary training</p> <p>Support available from VSM</p> <p>Role Description clear regarding tasks</p> <p>Volunteer is fully aware of the scope of the role</p> <p>Complete section 6 and 7 in online volunteer training – Volunteering in NHS</p>  | Likelihood 1 x Severity 1 =1 |

| Severity<br>Likelihood |   | Negligible<br>1 |   | Minor<br>2 |    | Moderate<br>3 |    | Major<br>4 |    | Catastrophic<br>5 |    |
|------------------------|---|-----------------|---|------------|----|---------------|----|------------|----|-------------------|----|
| Certain                | 5 | Amber           | 5 | Amber      | 10 | Red           | 15 | Red        | 20 | Red               | 25 |
| Probable               | 4 | Green           | 4 | Amber      | 8  | Red           | 12 | Red        | 16 | Red               | 20 |
| Possible               | 3 | Green           | 3 | Amber      | 6  | Amber         | 9  | Red        | 12 | Red               | 15 |
| Unusual                | 2 | Green           | 2 | Green      | 4  | Amber         | 6  | Amber      | 8  | Amber             | 10 |
| Remote                 | 1 | Green           | 1 | Green      | 2  | Green         | 3  | Green      | 4  | Amber             | 5  |

**Step 3(c)- What Further Action is Necessary? Step 4- Record Your Findings and Implement Them**

| Action Required   | Person Responsible | Action Date               | Action Taken                            | Completed Date             |
|---|--------------------|---------------------------|---|----------------------------|
| Awaiting national on line training for volunteers and will review when available. | Val Ewan           | 21 <sup>st</sup> May 2020 | Reviewed in line with on line training. | 22 <sup>nd</sup> June 2020 |

Has the risk assessment been agreed with your line manager? **Yes** No

Manager's Signature & Date

Have the findings of this risk assessment been communicated to all relevant people? **Yes** No

Method(s) of communication – verbally

Risk assessment completed by (print name & designation)

Date

How soon should this assessment be reviewed and how regularly afterwards? Initial review 2 weeks. Review date will be reviewed at that point.

Review 21/04/20 completed. Review again in 1 month.  
Review completed 22/5/20 and amended as appropriate.  
Review completed 22/6/20 and amended as appropriate.  
Review in 6 months or sooner if there are changes to the role/national guidance.

Step 5- Review your assessment and update if necessary

Review carried out by (print name & designation)

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

**This assessment should be reviewed immediately following an incident or if there have been significant changes in work activity**