# COVID-19 risk assessment framework:

## Re-introduction of ‘stood down’ NHSScotland volunteers

## Step 1



### **Review existing volunteer role risk assessment**

Before reintroducing stood down volunteers it is good practice to review your existing volunteer role risk assessments.

It is standard practice across NHSScotland for each service or volunteer role to be risk assessed. Most NHS boards will have a standard risk assessment template for use, but a sample template for this purpose is available below.

NHS boards should also consider the latest guidance from [Health Protection Scotland](https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/) and the [Volunteering in NHSScotland Programme](https://www.hisengage.scot/equipping-professionals/volunteering-in-nhs-scotland/guidance-and-publications/volunteering-during-covid-19/) in their risk assessment process.

### **How to use the Likelihood / Severity Matrix**

Both individual and role risk assessment should be scored using the severity / likelihood matrix below.

For each risk that you identify (for either the role or the individual volunteer), you should consider the likelihood of the event, along with how severe the impact would be should it occur. For example if the likelihood is ‘remote’ and the severity of impact is ‘moderate’ the score for the risk would be 3 (green).

A decision should then be made on the volunteers’ suitability to volunteer in their chosen role based on the resulting red, amber or green outcome which is detailed in the decision matrix at the end of this doc.



## Severity / Likelihood Scoring Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  **Severity** **Likelihood** |  | **Negligible****1** | **Minor****2** | **Moderate****3** | **Major****4** | **Catastrophic****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 |

## COVID-19 Volunteer Role Risk Assessment

### Name: Role:

### Location: Date:

#### The risks and controls in this template are examples for Volunteer Managers to add and/or delete depending on individual circumstances, as relevant to the particular volunteer and their role

| What are the risks? | Who may be harmed? | Controls required | Additional controls | Severity / Likelihood Score |
| --- | --- | --- | --- | --- |
| LIKELIHOOD OF COMING INTO CONTACT WITH THE VIRUS |
| Spread of COVID-19 from person to person | StaffVolunteersVisitorsMembers of the public | Lateral flow tests should be offered to volunteers twice weekly (not mandatory).Physical distancing.Wearing of face masks.Hand washing facilities with soap and water in place. Gel sanitisers are readily available. Drying of hands with disposable paper towels, and disposing appropriately.Frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches using appropriate cleaning products and methods should be undertaken. | Service or volunteer role risk assessment is in place.Volunteers familiarise themselves with the risk assessment and fulfil their responsibilities.Training for volunteers on the safe donning and removal of face masks, disposal and hand decontamination.Volunteers to be reminded on a regular basis use hand sanitisers and to wash their hands for 20 seconds with water and soap when hands become visibly dirty or sticky with hand sanitiser, and the importance of proper drying with disposable towels. Reminders to catch coughs and sneezes in tissues – Follow ‘Catch it, Bin it, Kill it’ and to avoid touching face, eyes, nose or mouth with unclean hands. Reminders to decontaminate hands.Tissues will be made available.National level of restriction is taken into account. |  |
| LIKELIHOOD OF SPREADING THE VIRUS TO OTHERS |
| Spread of COVID-19 from symptomatic volunteers | StaffVolunteersVisitorsMembers of the public | Volunteers should not attend if they have symptoms of COVID-19 or if someone in their household has symptoms. This will be help to reduce the risk for themselves and for others. They should arrange a COVID-19 test.If a volunteer develops COVID-19 symptoms in the building, they should stay away from others and leave straight away (or as soon as possible). | Testing is available for all; where an individual tests positive they are required to follow national guidance.Volunteers are encouraged to download the Protect Scotland app.Organisation keeps a record of volunteers that attend to assist identifying people that have come into contact with an infected individual/s.Volunteers who are unwell will be sent home and advised to follow the stay at home guidance. Volunteer managers will maintain regular contact with volunteers during this time.National level of restriction is taken into account. |  |

### **Individual volunteer risk assessment**

NHS boards are advised to carry out an Individual Risk Assessment for all volunteers alongside the use of the [COVID-19 age tool](https://alama.org.uk/covid-19-medical-risk-assessment/).

All volunteers undertaking an individual risk assessment should expect the results of their risk assessment to be formally recorded on a template, and to be provided with a copy.

The individual risk assessment may be used to determine a volunteer’s suitability to return to volunteering in their chosen role, and should be carried out in conjunction with the volunteer.

All potential outcomes of the risk assessment should be communicated clearly and sensitively to volunteers in advance of the risk assessment being carried out.

Should the risk assessment lead to an individual not being able to volunteer, an explanation of the reasons why it is not appropriate should be shared with the volunteer.

A sample individual risk assessment template is provided below.

## Step 2



## COVID-19 Individual Risk Assessment

### Name: Role:

### Location: Date:

#### The risks and controls in this template are examples for Volunteer Managers to add and/or delete depending on individual circumstances, as relevant to the particular volunteer and their role

| What are the risks? | Who may be harmed? | Controls required | Additional controls | Severity / Likelihood score |
| --- | --- | --- | --- | --- |
| Volunteer is identified as at risk due to:Being advised to shield during the pandemicVolunteer’s COVID age is ‘high’ or ‘very high’ | Volunteer | Open conversation with volunteer around their levels of confidence to return to volunteering.Consider what roles are available for volunteer to carry out e.g. non-patient or public facing, quieter environments, good ventilation and air flow.Volunteer takes 2 lateral flow tests per week.Volunteer is able to wear a mask, and other people they will come into contact with wear masks.Volunteer has had one or both doses of vaccine.Volunteer does not live with someone or care for someone who was advised to shield during the pandemic.Level of restriction is level 2 or below.Consider specific outbreaks in the area the person lives or carries out their volunteering activity. | Revised volunteer role risk assessment is in place.Volunteers familiarise themselves with the risk assessment and fulfil their responsibilities.Training for volunteers on the safe donning and removal of face masks, disposal and hand decontamination.Volunteers to be reminded on a regular basis use hand sanitisers and to wash their hands for 20 seconds with water and soap when hands become visibly dirty or sticky with hand sanitiser, and the importance of proper drying with disposable towels. Reminders to catch coughs and sneezes in tissues – Follow ‘Catch it, Bin it, Kill it’ and to avoid touching face, eyes, nose or mouth with unclean hands. Reminders to decontaminate hands.Testing is available for all; where an individual tests positive they are required to follow national guidance.Volunteers are encouraged to download the Protect Scotland app. |  |
| Volunteer lives with or cares for someone who was advised to shield during the pandemic | Person the volunteer cares for or lives with  | Consider what roles are available for volunteer to carry out e.g. non-patient or public facing.Volunteer takes 2 lateral flow tests per week.Volunteer is able to wear a mask.Volunteer and at risk person has had one or both doses of vaccine.Level of restriction is level 2 or below.Consider specific outbreaks in the area the person lives or carries out their volunteering activity. | Volunteer showers and changes clothing before coming into close contact with others in their household. |  |

## Step 3

### **Making your decision**

A decision should then be made on the volunteers’ suitability to volunteer in their chosen role based on the resulting red, amber or green outcome which is detailed below in the decision matrix.

In making your decision on the overall assessment of risk, you should consider all scores in both the role risk assessment and the individual risk assessment.

## Decision Matrix



Risk to volunteer is low - can proceed with chosen volunteer activity

Risk to volunteer is moderate – explore all risk mitigation options and / or alternative volunteering activity (set a date to review)





Risk to volunteer is high – no volunteering activity should be undertaken at this time, unless activity can be carried out from home (set a date to review)