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 the Volunteering in NHSScotland Programme 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

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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	Staff

Volunteers

Visitors

Members of the public | Lateral flow tests should be offered to volunteers twice weekly (not mandatory).

Physical distancing.

Wearing of face covering.

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 coverings, 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. | |

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What are the risks?	Who may be harmed?	Controls required	Additional controls	Severity / Likelihood Score
LIKELIHOOD OF SPREADING THE VIRUS TO OTHERS				
Spread of COVID-19 from symptomatic volunteers	Staff Volunteers Visitors Members 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 self-isolation guidance. Volunteer managers will maintain regular contact with volunteers during this time.	

Step 2

Individual volunteer risk assessment

Current guidance is that all volunteers are able to return to volunteering, if they feel safe and confident to do so. This applies even if the volunteers COVID-19 age is over 70.

NHS boards are recommended to carry out an Individual Risk Assessment for volunteers whose COVID-19 age is over 70 in the COVID-19 age tool.

The purpose of the individual risk assessment is to facilitate a supportive conversation with the volunteer to understand their preferences and confidence in returning to volunteering.

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.

A sample individual risk assessment template is provided below.

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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: Volunteer's COVID age is 'high' or 'very high'	Volunteer	Open conversation with volunteer around their levels of confidence to return to volunteering. 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. Testing is available for all; where an individual tests positive they are required to follow national guidance. 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. Volunteers are encouraged to download the Protect Scotland app.	

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Decision making

A decision should then be made on how safe and confident the volunteer feels to volunteer in their chosen role based on the resulting red, amber or green outcome, which is detailed below in the decision matrix.

Decision Matrix

▶ Volunteer feels safe and comfortable to return to volunteering - proceed with chosen volunteer activity.

▶ Volunteer expresses some a lack of confidence or concerns around safety – explore and implement risk mitigation options with volunteer. Volunteer can proceed with chosen volunteer activity if following mitigation they feel safe and confident.

▶ Volunteer does not feel safe and confident to return to volunteering (set a date to review).

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