

## Health and Safety Policy Statement

Date this policy comes into effect:	January 2019 (Coronavirus review and data protection added)
Next review	January 2022

**ALL STAFF AND VOLUNTEERS MUST BE ISSUED WITH THIS POLICY AND MUST SIGN TO ACKNOWLEDGE THEY HAVE READ IT**

**ALL VOLUNTEERS RETURNING TO WORK AFTER THE CORONAVIRUS LOCKDOWN WILL BE ASKED TO AGREE THIS POLICY AS PART OF BEING ABLE TO VOLUNTEER**

**Volunteer Action** has responsibilities in respect of health and safety towards both paid staff, volunteers and service users. Equally, staff, service users and volunteers have an obligation to take reasonable care in all they do and to comply with any instructions or guidance given to them on health and safety issues RELATING TO Volunteer Action's services.

### Within the office

The risks associated with the administration of the organisation from its offices in Fletton House are no different from those of any other small office, and relate primarily to the use of equipment (computers, copiers and kitchen equipment) and emergency evacuation of the building. **Volunteer Action** will ensure that all equipment is maintained in good order and electrical items are tested annually, such that any risk to staff and volunteers during proper use in accordance with any instructions given is minimised. **Volunteer Action** will ensure that staff and volunteers are trained in the safe use of the equipment; it will also ensure that any hazardous substances (e.g. cleaning materials) are clearly identified. All staff must be aware of the evacuation procedures both as issued by Volunteer Action and Oundle Town Council. Staff must take responsibility for advising visitors to the office of the correct procedures.

During the Coronavirus crisis VA will take additional precautions as set out in appendix ii

See appendix ii and appendix iii.

### While carrying out tasks for clients

The work of Volunteer Action volunteers on behalf of clients may be undertaken in a wide variety of environments. A volunteer risk assessment is included with this policy, which will be updated as and when any new risks are identified. **Volunteer Action** will strive to identify any specific risks which might be encountered and will maintain a set

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of guidance notes to mitigate any identified risks as much as is possible. Equally, it is for staff and volunteers to take particular care in examining and assessing the risks attached to any particular assignment and, if these risks give grounds for any concern whatsoever, to refer to the Manager for advice. Volunteer Action includes training in Lone Worker safety as part of the induction process and offers training in Manual Handling and the use of the wheelchair as and when required. **Where appropriate we will carry out individual risk assessments.**

See appendix I **including Coronavirus amendments**

### **Service users**

Services users are expected to comply with the law and with reasonable requests to protect themselves and others Examples of this may include:

- Wearing seat belts when being transported.
- Refrain from smoking for the duration of the service being provided.
- Keep animals secure.
- **As we move out of the Coronavirus crisis, passengers will be asked:**
  - **To avoid the use of cash and cheques whenever possible – we will collect money by card monthly**
  - **To sit in the back when space and the passenger’s mobility allows. We will ask beforehand if we would like passengers to share**
  - **To wear a mask unless medically exempt**
  - **To reveal any exposure they may have had to the virus when asked**
- **As we move out of the Coronavirus crisis, members of the befriending scheme will be asked to individually agree the precautions to be taken to resume visiting**

### **Insurance**

Volunteers and staff carrying out tasks allocated to them by **Volunteer Action** are covered by our public and employers liability insurance policy against claims for compensation in respect of injury to themselves or others or damage to property occurring while completing those tasks, except where such claims would be covered by compulsory insurance. Specifically, this means volunteer drivers will be covered by their own car insurance for the time when a Volunteer Action passenger is in their car. Our insurance only covers limited protection of no claims bonuses and the time when our volunteer drivers are supporting passengers outside their vehicle. The value of any compensation payable is reduced for everyone above the age of 75.

Anyone using their car in connection with **Volunteer Action** work should inform their motor insurer (this will not usually affect their insurance premium). Failure to do so may invalidate the policy during such journeys.

**Volunteer Action** does not insure against the loss of personal property of staff and volunteers; this remains the responsibility of individuals.

An accident book is kept in the Volunteer Action office. It is the responsibility of all staff and volunteers to ensure that any accident in which they are involved or of which they are aware is recorded in that book.

## Appendix i: RISK ASSESSMENT FOR COMMUNITY VOLUNTEERS

ACTIVITY	POTENTIAL HAZARD	----- likeli hood	DEGREE OF RISK Severity	----- -- total	WHAT YOU/WE WILL DO TO MINIMISE THESE RISKS	ADDITIONAL NOTES
SHARING INFORMATION	Revealing personal data	2	3	6	<p>Destroy all printed information containing member data by shredding or burning as soon as possible</p> <p>Password protect any electronic device receiving or storing members' personal data and only allow access for yourself</p> <p>Permanently delete any electronic copies of members' personal data as soon as possible</p> <p>Keep printed material away from sight eg do not allow passengers or passers-by to see the information in your car</p> <p>Never share anything you know about our members where it was learnt in the course of volunteering for us</p>	<p>New volunteers sign a confidentiality agreement as part of their signing up documentation</p> <p>All new volunteers undergo a training module covering their role in GDPR</p>
DRIVING	Vehicle breakdown	1	1	1	<p>Maintain vehicle properly</p> <p>Belong to a breakdown organisation</p> <p>Advise another person of your whereabouts</p> <p>Carry a phone</p> <p>Do not drive in poor weather</p>	
	Accident	1	3	3		

	Contracting Covid-19	1	3	3	<p><b>YOU MUST NOT</b> volunteer if you exhibit any symptoms. If you have to self-isolate, comply with government guidelines on how long to stay at home.</p> <p><b>YOU MUST NOT</b> volunteer if a member of your household or anyone you have been in physical contact with, is exhibiting symptoms. This includes if you are contacted by the Track &amp; Trace service.</p> <p>You <b>MUST</b> inform the office if you develop any symptoms which may indicate COVID-19 or if you have been in contact with anyone else who develops those symptoms or tests positive for Covid. We ask that you have a Covid test, even if that requires doing so privately.</p> <p>Masks or face coverings are compulsory for volunteer drivers. If you cannot wear one for medical reasons you cannot drive passengers.</p> <p>You must:</p> <ol style="list-style-type: none"> <li>1. Ask passengers to wear a mask unless they are exempt</li> <li>2. Keep hand sanitiser and anti-bac wipes in the car and wipe down thoroughly before and after any trip</li> <li>3. Ask passengers to sit in the back</li> <li>4. Avoid giving physical help whenever possible</li> <li>5. Drive with the windows open to improve ventilation whenever possible. Air con systems in cars are also effective</li> <li>6. Not accept cash unless we have agreed so with the passenger before the drive. You will be advised</li> <li>7. Always wear your VA ID</li> </ol>	<p>We will let any passengers know as appropriate.</p> <p>We are supplying cloth masks which we strongly recommend over visors.</p> <p>We can supply these</p> <p>We can supply these</p> <p>We recognise 3 &amp; 4 are not possible for all passengers</p>
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MOVEMENT THROUGH PUBLIC AREAS, SHOPPING AND PRESCRIPTION PICKUP AND DELIVERY

Assault	1	2	2
Theft of property	1	1	1
Contracting Covid-19	1	3	3

Back down from confrontation

Surrender valuables if personal safety is at risk  
Keep valuables out of sight

**YOU MUST NOT volunteer if you exhibit any symptoms. If you have to self-isolate, comply with government guidelines on how long to stay at home.**

**YOU MUST NOT volunteer if a member of your household or anyone you have been in physical contact with, is exhibiting symptoms. This includes if you are contacted by the Track & Trace service.**

Always wear your VA ID

Wear a face covering in more crowded areas eg supermarkets

Make payments by card

Do not physically hand over goods – leave on the doorstep, ring the bell/knock on the door and retreat to a safe distance

Ensure all pharmacy paperwork is completed when delivering controlled drugs

IN PEOPLE'S HOMES	Trips and falls	1	1	1	Assess every time you visit	We will conduct a risk assessment as part of initial visit
	Electrical items and wiring	1	2	2	Avoid using electrical items unless you can determine they are safe	
	Unexpected/unknown people at property	1	2	2	Know your exits Make an excuse to leave	
	Contracting Covid-19					

		1	3	3	<p><b>YOU MUST NOT</b> volunteer if you exhibit any symptoms. If you have to self-isolate, comply with government guidelines on how long to stay at home.</p> <p><b>YOU MUST NOT</b> volunteer if a member of your household or anyone you have been in physical contact with, is exhibiting symptoms. This includes if you are contacted by the Track &amp; Trace service.</p> <p>You <b>MUST</b> inform the office if you develop any symptoms which may indicate COVID-19 or if you have been in contact with anyone else who develops those symptoms.</p> <p><b>YOU</b> must abide by the individual risk assessment that has been prepared by VA in agreement with both you and our member. There should there be just the 2 of you.</p> <p>We advise bringing your own refreshments We advise you not to use the bathroom unless absolutely necessary.</p>	<p>We will inform anyone who has been in contact with you during the past 2 weeks</p> <p>We don't want members to think they need to do extra cleaning after you leave.</p>
CONFLICT WITH DIFFICULT SERVICE USERS	Verbal abuse	1	2	2	<p>Report all incidents Leave as soon as possible Be self-aware and try to stay calm</p>	Lone worker training available
MANUAL HANDLING	Back injury	2	2	4	<p>Inform staff of preferences Wear appropriate footwear Don't lift if in doubt</p>	Manual handling training available
CONTACT WITH ANIMALS	Bites & scratches	1	3	3	<p>Avoid contact Ask owner to secure animal in another room or appropriate carrier</p>	

## Appendix ii: RISK ASSESSMENT IN THE OFFICE

ACTIVITY	POTENTIAL HAZARD	----- likeli hood	DEGREE OF RISK Severity	----- -- total	WHAT YOU/WE WILL DO TO MINIMISE THESE RISKS	ADDITIONAL NOTES
<b>WORKING DURING THE CORONAVIRUS EPIDEMIC</b>	<b>Contracting Covid-19</b>	<b>1</b>	<b>3</b>	<b>3</b>	<p><b>YOU MUST NOT</b> come into the office if you exhibit any symptoms. If you have to self-isolate, comply with government guidelines on how long to stay at home.</p> <p><b>YOU MUST NOT</b> come into the office if a member of your household or anyone you have been in physical contact with, is exhibiting symptoms. This includes if you are contacted by the Track &amp; Trace service.</p> <p><b>VA</b> will make arrangements in the office to comply with social distancing</p> <p><b>STAFF &amp; VOLUNTEERS</b> should keep the use of shared equipment to a minimum. Where this is a necessity, <b>EVERYONE</b> will be responsible for cleaning both before and after their working session</p> <p><b>VA</b> will ensure that anti-bacterial wipes and handwash are always available &amp; take measures to ensure adequate ventilation and monitor air quality.</p> <p>Fletton House discourages visitors by maintaining locked doors</p>	
ACCESSING PERSONAL DATA	Revealing personal data	<b>1</b>	<b>3</b>	<b>3</b>	<p>Destroy all printed information containing member data by shredding as soon as possible</p> <p>All computers are password protected. All databases are separately password protected.</p>	<p>There is a shredder in the office.</p> <p>New staff and volunteers sign a confidentiality agreement as part of their induction</p>

					<p>Staff and volunteers will be limited in their access to certain information.</p> <p>Our Data Protection policy states how we will secure personal data and how long it can be kept.</p> <p>Keep printed material away from sight</p> <p>Never share anything you know about our members where it was learnt in the course of working/volunteering for us except as necessary for the function of the service.</p>	<p>All new staff and volunteers undergo a training module covering their role in GDPR</p> <p>We encourage a 'clear desk' policy</p>
MANUAL HANDLING	Back injury	2	2	4	<p>Heavy items are accessible</p> <p>Staff trained in manual handling where necessary</p>	
USING COMPUTERS AND OTHER EQUIPMENT <i>(also see above )</i>	<p>Posture problems, pain and discomfort to backs, hands and arms</p> <p>Headaches or sore eyes</p>	2	2	4	<p>Desks, chairs and equipment is accessible and appropriate</p> <p>Basic eye tests funded</p> <p>Glare controlled by blinds</p>	
FIRE	Severe injury/fatality	1	4	4	<p>Fire alarm testing</p> <p>Evacuation plan</p>	See separate emergency evacuation procedure (appendix iii)
LONE WORKING	Injury or ill health	1	2	2	<p>If out of office, record details of visit in desk diary</p> <p>If alone in the building, member of staff must lock all outside doors, know what to do in a fire alarm and have notified someone when they are expected home</p>	



**Appendix iii: Emergency Evacuation Procedure at Fletton House**

1. All volunteers and employees are required to sign to say that they have read this procedure and the fire evacuation procedures recommended by the landlord, Oundle Town Council (OTC).
2. In the event of a fire or other need to evacuate the building, all office personnel should follow the procedure provided by OTC (attached).
3. Only attempt to leave the building if there is safe passage. This will NEVER include using the lift. Remember the fire doors are there to keep you safe.
4. There are fire doors on every office and stairwell that will keep people safe for a minimum of 30 minutes. These doors MUST all be closed on hearing the fire alarm.
5. The central stairwell and the fire escape stairs in The Oundle Suite are protected by fire doors and provide a safe passageway to the muster points. You will be safe behind these doors for a minimum of 30 minutes. If you have limited mobility, Volunteer Action recommends that you wait behind a fire door, only attempting to use the stairs if you can do so unaided.
6. Volunteer Action do not recommend that you stop to fight a fire with an extinguisher. Fire marshals are provided by OTC.

NAME (PRINT) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_