



## Risk Assessment Policy & Procedure

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**Risk Level Key:** High Medium Low

Risk	Outline of Risk	Risk Level	Control Measures
Covid-19	<p>The coronavirus causes respiratory illness in humans, usually resulting in mild symptoms including runny nose, sore throat, cough loss of taste and smell and fever. Some individuals experience more severe symptoms and it can lead to pneumonia, breathing difficulties and in rare cases death.</p>		<p>Volunteers must wear the appropriate PPE at all times when supporting the homeless.</p> <p>Volunteers not wearing the appropriate PPE cannot support the homeless.</p> <p>Volunteers must adhere to the regulations and guidelines sent out by the Government.</p>
Food Safety	<p>Poor personal hygiene can increase the risk of bacteria.</p> <p>Not having clean and disinfected surfaces can increase the risk of bacteria.</p> <p>Using the wrong chopping board can increase the risk of bacteria due to cross contamination.</p> <p>Food not being cooked to the correct temperature can increase the risk of food poisoning.</p>		<p>Volunteers must adhere to the Food Safety Act 1990 when preparing and handling food.</p> <p>Volunteers will be expected to wash hands before preparing or handling food.</p> <p>Volunteers must ensure all surfaces are clean and disinfected before any food preparation can take place.</p> <p>Volunteers must take all the necessary steps to minimise cross contamination by ensuring the correct chopping boards are being used for the correct food.</p> <p>Volunteers must ensure all food used is in date. Any food that is out of date, must not be used and discarded.</p>



			<p>Volunteers will ensure all food is cooked to a minimum of 75°C to eliminate bacteria and reduce the risk of food poisoning.</p> <p>Volunteers must ensure the food trolley is clean and disinfected before used.</p>
Trolley Injury	Mishandling the trolley can cause injury to the leg or foot.		Volunteers must ensure when walking with the trolley there is sufficient space between the individual and the equipment to avoid injury.
Hot Water Burn	Mishandling hot water can cause burns.		Volunteers must take extra precaution when handing hot water.
Challenging Behaviours	Homeless individuals showing challenging behaviours to the volunteers.		<p>Team Leaders to support volunteers by removing them from the situation.</p> <p>Team Leaders and those volunteers who are trained to defuse or redirect the individual who is showing challenging behaviour.</p> <p>If the individual continues showing challenging behaviour and Team leader cannot defuse or redirect the individual, to call 999 immediately and request police support.</p>
Body Contact	Some homeless individuals do not like physical contact.		Volunteers must be mindful and respectful of the individuals' personal space.
Food Distribution	Volunteers burning their hands when taking the food out of the food trolley.		Volunteers must be mindful that the food trolley is hot and must take extra precaution when distributing food.
Volunteers Being Influenced	Volunteers being offered a cigarette, alcohol or drugs from the homeless individual.		Volunteers will politely decline the offer from the homeless individual.

Patting Pets	The homeless individuals' pet could be aggravated or attack the volunteer.		<p>Volunteers must be mindful of the homeless individuals' pet.</p> <p>Volunteers to ask homeless individual permission to interact with the pet first before doing so.</p>
Weather	Volunteers not wearing the appropriate clothing for the weather.		Volunteers must be mindful of the weather conditions, and dress accordingly.
Conditions	Volunteers walking into living conditions of the homeless individual.		<p>Volunteers must be mindful of the homeless individuals living conditions.</p> <p>Volunteers must be respectful at all times of homeless individuals living conditions.</p> <p>Volunteers must be mindful of where they are stepping on homeless conditions to avoid needles, sharp edges or homeless individuals' belongings.</p>
Emotionally, Psychologically and Mentally Overwhelmed	Volunteers who first experience the day and rough sleepers' ministry can be overwhelmed with what they encounter and see.		<p>Volunteers to inform their Team Leader about feeling overwhelmed or emotionally triggered.</p> <p>Volunteers to step away if they feel overwhelmed or their emotions are triggered.</p> <p>Team Leaders to debrief with the volunteer by ensuring that they are ok and able to continue.</p>

**Signatures of Charity Trustees**



Approval and Signed By:  
25/09/2020

Charity Trustee Role	Full Name	Signature
Chair	Omar Alexander-Kayn	
Secretary	Vanessa Brown	
Treasurer	Nathan Grizzle	