

Volunteers COVIDSafe Plan V1 March 2021

Surgical, Treatment and Rehabilitation Service - March 2021

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For more information, contact:

Surgical Treatment and Rehabilitation Services, Metro North Hospital and Health Service, 296 Herston Road, Herston QLD, 4029, phone 07 3647 7111 for Metro North Hospital and Health Service.

An electronic version of this document is available at [Surgical, Treatment and Rehabilitation Service \(STARS\) \(health.qld.gov.au\)](https://health.qld.gov.au)

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Appendices

Appendix 1 Symptoms Checker

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1 Introduction

This document outlines the COVIDSafe plan for return of Volunteers to Directorates during the COVID-19 Pandemic response. Volunteers will only be utilised in facilities during Sustain Tier 0 and in low risk areas during Sustain Tier 1. Once the Metro North Hospital and Health Service (Metro North HHS) reaches Sustain Tier 2, volunteer services will be ceased across the Directorates to support the safety of our volunteers.

2 Role risk assessment

STARS is supported by a team of volunteers, who contribute in the various roles below;

▪ Animal visitation (Delta Dogs)	▪ Library Assistant
▪ The STARS Hospital Auxiliary Inc. Gift Shop/florist	▪ Specialist Outpatients
▪ Patient Admissions	▪ Chaplain
▪ Companion	▪ Justice of the Peace (External Agency)

The volunteers are coordinated by a dedicated and onsite Volunteer Coordinator employed by the STARS.

Activity (Description)	Risk Description	Risk Considerations	Uncontrolled Risk			Current Controls - these include existing procedures and rules	Residual Risk		
			Probability	Consequence	Ranking		Probability	Consequence	Ranking
Administrative	Interaction with STARS staff while performing administrative tasks, there will be limited interaction with patients or the public	Areas to consider: Physical space and number of persons in the area Number of person interactions < 10 people Safe role with routine additional requirement for training	Possible	Medium	Moderate	Social distancing guidelines Maintain >1.5 metre separation Ensure 4 square metres of space per person Frequent hand washing and cough etiquette Nonattendance if unwell Volunteer Checklist Increased Hospital touch point cleaning programme and wellness risk assessment Attend Infection Management and Prevention Inservice - Pre commencement of volunteering services	Rare	Medium	Low

Patient Support	Interaction with STARS staff, patients and the public whilst performing supportive tasks for patients	<p>Patients have been assessed by medical staff and risk assessed for COVID-19 at the time of admission and ongoing</p> <p>Number of person interactions >15 but < 30 people</p> <p>Safe role with routine additional requirement for training</p>	Possible	Medium	Moderate	<p>Social distancing guidelines</p> <p>Maintain >1.5 metre separation</p> <p>Ensure 4 square metres of space per person</p> <p>Frequent hand washing and cough etiquette</p> <p>Nonattendance if unwell</p> <p>Volunteer Checklist</p> <p>Increased Hospital touch point cleaning programme and wellness risk assessment</p> <p>Attend Infection Management and Prevention Inservice - Pre commencement of volunteering services</p>	Unlikely	Serious	Moderate
Outpatient Support	Interaction with STARS staff, patients and the public whilst performing Outpatient tasks	<p>COVID screening completed prior to OPD appointment, however patients may have a support person</p> <p>Number of person interactions >30 but <50 people</p> <p>Minor exposure with routine additional requirement for training</p>	Possible	Serious	High	<p>Social distancing guidelines</p> <p>Maintain >1.5 metre separation</p> <p>Ensure 4 square metres of space per person</p> <p>Frequent hand washing and cough etiquette</p> <p>Nonattendance if unwell</p> <p>Volunteer Checklist</p> <p>Increased Hospital touch point cleaning programme and wellness risk assessment</p> <p>Attend Infection Management and Prevention Inservice - Pre commencement of volunteering services</p>	Unlikely	Serious	Moderate

Visitor Support	Interaction with STARS staff, patients and the public whilst performing supportive tasks for Visitors	Number of person interactions >30 but <50 people Significant exposure to unknown patients and visitors mitigated by additional training	Possible	Serious	High	Social distancing guidelines Maintain >1.5 metre separation Ensure 4 square metres of space per person Frequent hand washing and cough etiquette Nonattendance if unwell Volunteer Checklist Increased Hospital touch point cleaning programme and wellness risk assessment Attend Infection Management and Prevention Inservice - Pre commencement of volunteering services	Possible	Serious	High
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3 Volunteer requirements

Metro North Hospital and Health Service request all returning volunteers or new volunteers with a smart phone to have the COVIDSafe app downloaded on their mobile phone and ensure they check in each day. In addition, all volunteers are strongly encouraged to have a current flu vaccination and partake in the COVID vaccination program as it becomes available.

Volunteers will complete the Volunteer Checklist [Appendix 2](#).

4 Returning or commencing volunteer induction

An “induction” should occur for all volunteers being engaged or returning to activity. This induction should include:

- Explanation of the increased responsibilities as a volunteer in a health care setting for minimising the spread of COVID-19
- Correct handwashing techniques
- Access to Personal Protective Equipment (PPE) and any PPE requirements specific to their role
- Partake in an Infection Management and Prevention induction covering PPE donning and doffing.
- If they are unwell to stay home
- Where they should go should they become unwell
- Cleaning equipment after use (as relevant to their role)
- Access to wellbeing support programs
- Advice on returning to volunteering after holidays/quarantine
- Volunteer coordinator should complete the [COVID-19 vulnerable employees assessment](#) for all volunteers.

5 Unwell volunteers

In line with recommendations, volunteers who are well and have remained in Australia and not been in a designated hospital in the past 14 days and have not been in contact with a confirmed or suspected case of COVID-19, can attend their shift as usual. If they have symptoms of illness, have been overseas or to a designated hotspot within Australia in the past 14 days, or in close contact with a confirmed or suspected case of COVID-19 they should not attend their shift. They should self-isolate and contact 13HEALTH for advice and follow directives as per the Chief Health Officer (CHO). Refer to [Appendix 1](#) for symptoms:

6 Allocation of volunteers to roles

The volunteer checklist ([Appendix 2](#)) will be sent to all volunteers for completion, identified risk factors would not necessarily prevent someone from returning to volunteer, providing they are happy to do so. However, there should be written evidence that the facility has provided some counsel on the risks of returning to volunteering and security measures put in place. This record will be maintained by the Volunteer Coordinator including the advice given to each individual volunteer. If there are individual queries that require clarification, the infection management service can be contacted for advice and support.

7 Register of volunteers

The volunteer timesheets will include volunteers confirming at the start and end of each shift that they do not have flu-like symptoms. These timesheets will be retained by the Volunteer Coordinator.

Any issues or concerns related to volunteers and COVID-19 should be raised with the Volunteer Coordinator who will escalate as required.

8 Approach to volunteer return

Volunteers will be able to return to roles upon completion of the requirements in this document. The STARS EOC will continue to monitor the local and national COVID-19 situation and be proactive in advice to this consumer group. Volunteers will only operate in our facilities during Sustain Tier 0 and in low risk areas during Sustain Tier 1. Active involvement with volunteers will be as per the following table;

SUSTAIN - TIER 0	SUSTAIN - TIER 1	SUSTAIN - TIER 2	SUSTAIN - TIER 3
Very limited community transmission	Limited community transmission	Moderate community transmission	Significant community transmission
Occasional confirmed cases without need for hospitalisation	Small number of admitted confirmed cases in one designated ward	Confirmed cases in more than one designated ward	Most wards managing confirmed cases
Volunteer roles	Volunteer roles	Volunteer roles	Volunteer roles
Administrative	Administrative	Nil	Nil
Patient support roles in designated areas	Patient support roles in designated areas		
Outpatient Support	Outpatient Support		
Visitor Support			
Shift Length	Shift Length	Shift Length	Shift Length
4 hours (am/pm) and with some staff performing both	4 hours (am/pm)	Nil	Nil
Social distancing with majority of interaction < 15 minutes	Social distancing with majority of interaction < 15 minutes		
Frequent hand washing and cough etiquette	Frequent hand washing and cough etiquette		

Increased Hospital touch point cleaning programme	Increased Hospital touch point cleaning programme No volunteers to confirmed COVID designated wards		
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9 Communication methods and plan

This document will be published on the Metro North COVID-19 resource page under the volunteer heading, located at <https://metronorth.health.qld.gov.au/extranet/coronavirus/volunteers> and will be available in digital or printed copies for volunteers and staff to access. Volunteers will be advised through email. Staff will be advised through the STARS newsletter and weekly updates.

Appendix 1 Symptoms Checker

SYMPTOMS	COVID-19 Symptoms range from Mild to severe	COLD Gradual onset of symptoms	INFLUENZA Abrupt onset of symptoms
FEVER	Common	Rare	Common
COUGH	Common	Common	Common
SORE THROAT	Sometimes	Common	Common
SHORTNESS OF BREATH	Sometimes	No	No
FATIGUE	Sometimes	Sometimes	Common
ACHES AND PAINS	Sometimes	No	Common
HEADACHES	Sometimes	Common	Common
RUNNY OR STUFFY NOSE	Sometimes	Common	Sometimes
DIARRHOEA	Rare	No	Sometimes (Especially children)
SNEEZING	No	Common	No

Appendix 2 Volunteer Checklist

The following checklist should be completed by volunteers prior to commencing or returning to roles during the COVID-19 response. Please provide this form to the facility you are volunteering at.

Name	Contact Number	Role
Questions		Answer
1	Do you wish to volunteer at this time? You are under no obligation to continue and can return to volunteering at any point in time	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	In the last week have you experienced any coughs, running nose or fever?	<input type="checkbox"/> Yes (if yes please wait until you have not had these symptoms for at least 14 days before looking at volunteering and consider medical review for COVID-19 testing) <input type="checkbox"/> No
<p><i>If you have symptoms of illness (sore throat, cough, runny nose, fever, night sweats, loss of smell or lethargy) and have been anywhere overseas or to a designated hotspot in the past 14 days, or in close contact with a confirmed or suspected case of COVID-19, you should not attend your shift. You should contact your manager to advise them as well as contacting a medical practitioner for review and possible COVID-19 testing. You should also self-isolate until you receive more advice from a health professional.</i></p>		
3	Have you got the COVIDsafe app on your phone?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Metro North Hospital and Health Service strongly encourages all volunteers with a smartphone to download and run the COVIDSafe app while volunteering in our facilities)
4	Have you checked into STARS with the QR code?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Please ask the volunteer coordinator for the QR code)
5	Have you had a flu vaccine this year? (Or planning too)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Metro North Hospital and Health Service strongly encourages all volunteers to have a flu vaccination in 2020)
6	Do you have any concerns or anxieties about commencing/returning to volunteering?	<input type="checkbox"/> Yes (Contact your volunteer coordinator for access to employee support) <input type="checkbox"/> No
<p><i>The following questions are designed to determine if you are at increased risk for serious illness from COVID-19 and should be used by both yourself and the facility to determine the appropriateness of your return to volunteering and which roles may be suitable.</i></p>		
7	Are you 65 years old or older? Age has been shown as an independent risk factor for COVID-19	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Are you Aboriginal and /or Torres Strait Islander and over the age of 50 years old?	<input type="checkbox"/> Yes

		<input type="checkbox"/> No
9	Do you have any of the following medical conditions? Chronic renal failure, coronary heart disease, congestive cardiac failure, chronic lung disease (severe asthma, cystic fibrosis, bronchiectasis, suppurative lung disease, chronic obstructive pulmonary disease or chronic emphysema), poorly controlled diabetes, poorly controlled hypertension.	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Do you have a significantly weakened immune system? Reasons may include due to haematologic neoplasms such as leukemias, lymphomas and myelodysplastic syndromes; post-transplant; primary or acquired immunodeficiency such as HIV infection or by having chemotherapy or radiotherapy.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Are you on any medication that your doctor or pharmacist have advised that you take precautions for in regard to infection exposure, as these drugs may interfere with your immune system? For example, steroids, anti-arthritis medications or immunosuppression drugs (chemotherapy etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Are you a smoker? Smoking has been shown as an independent risk factor for COVID-19	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Do you live with, or care for someone who has anyone of the above risk factors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p><i>If you answered yes to one or more of questions 6-12 you may be considered at increased risk for serious illness from COVID-19. The volunteer coordinator will discuss these aspects at the time of engagement.</i></p>		
	Volunteer Signature	
	Date	

Use of information: *The information a volunteer is requested to provide will be used during the response to COVID-19 and only to manage volunteer safety and wellbeing in accordance with work health and safety (WHS) obligations. Providing personal information to mitigate risks to a volunteer's health and safety at work, and the health and safety of others (such as co-workers and patients), ensures everybody can achieve the goal of maintaining a safe work environment for all.*