



In General

- National Service members/volunteers with pre-existing conditions that may make them more susceptible to COVID-19 are not recommended to participate in high-risk COVID-19 support service.
- Members/volunteers exhibiting upper respiratory symptoms (cough or shortness of breath) or fever should contact their healthcare provider. At minimum, members/ volunteers with upper respiratory symptoms or fever should stay home and not participate in any service activity until they are symptom free for 24 hours.
- Members/ volunteers exhibiting emergency warning signs such as difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or inability to awaken, or bluish lips or face should seek immediate medical attention.
- Members/volunteers who have been exposed to COVID-19 or diagnosed with COVID-19 should not participate in service activities until after a 14-day period without symptoms.
- Members/volunteers must follow CDC recommendations and all state and local public health officials' guidance on social distancing, limiting gatherings, or other requirements.
 - CDC Coronavirus Information page: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
 - Review the CDC guidance for Community and Faith-Based Leaders: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/index.html>
- Other Resources:
 - The Department of Labor has issued workplace safety information for COVID-19: <https://www.osha.gov/SLTC/covid-19/controlprevention.html>
 - OSHA Risk Management Resource: https://www.osha.gov/sites/default/files/2018-12/fy11_sh-22318-11_Mod_3_ParticipantManual.pdf
 - The Risk Management Society: <https://www.rims.org/covid-19>

Risk Management Technical Assistance

- 1) Decide what is an acceptable risk for your program's activities.
- 2) Assess Hazards and Risks
 - A hazard is something that could potentially do harm. A risk is a hazard that is likely to cause harm. For example, seeing a shark in the water at a beach is a hazard. Being in the water with the shark is a risk.
 - When thinking through service support roles, think about who, what, where, and how members/volunteers will encounter others when preparing to perform the service, performing the service, and returning from the service and determine what hazards and risks are present.
 - Identify risk(s) and the impact and probability of those risks using a Probability/Impact chart 9 (see below).
- 3) Identify Risk Mitigation Measures (if any) and think about:
 - What safety practices and personal protective equipment are needed, if any, to reduce risk?
 - How much distance will members/volunteers be able to keep between themselves and others at all times, not just during service hours?



- Is the service performed outdoors or inside? If inside, how much space is there to maintain social distance?
- Will there be fewer than 10 people in an enclosed environment?
- What training will the member/volunteer receive?
- How will the program ensure that safety protocols and equipment are being used correctly?
- What accountability is in place already?
- What will the program do if safety protocols fail or are disregarded?
- What variable factors exist (weather, access to food/water/shelter/medical services, traffic, etc.) and how do they raise or lower risk?

- Use a probability/impact chart to determine if risk mitigation measures lower overall risk to acceptable levels if possible.
- If mitigation measures don't lower risk to an acceptable level, do not engage in this support service.

		Probability		
		Low	Medium	High
Impact	High	Acceptable Risk, Proceed with Caution	Unacceptable Risk	Extremely Unacceptable Risk
	Medium	Acceptable Risk	Acceptable Risk, Proceed with Caution	Unacceptable Risk
	Low	Acceptable Risk	Acceptable Risk	Acceptable Risk, Proceed with Caution

Figure shows an example of a probability/impact chart to determine level of risk.

4) Health and Liability Coverage

- Assess Health Insurance Coverage for Members and Staff
- Assess Organization's Liability Insurance

5) Develop, Monitor and Revise a Risk Management Plan that includes:

Plan Development

- Risk mitigation measure protocols and training
- Personal protective equipment
- Monitor performance of Risk Management Plan to ensure the plan is executed correctly and service members and volunteers are adhering to safety protocols, measures and controls.
 - If mitigation measure controls fail, stop the job and reassess.

After Plan Development

- Once support services have been evaluated through risk management, be transparent with members/volunteers and let them opt out if they are uncomfortable with performing the service.

Review Risk Management Plan, Mitigation Controls and Measures

- After performing the service, reassess performance of risk management plan, mitigation controls and measures.
 - If plan worked well, continue reassessment daily as situation changes
 - If plan failed, reassess and develop stronger controls/mitigation efforts, if possible or discontinue service.