

What is the activity?	What are the hazards, risks and consequences?	Who's at risk	How can you reduce risk
<p><b>Supporting someone on line (through email/ What's App/ Facebook etc.)</b></p>	<p>Safeguarding risk for vulnerable adults</p> <p>Risk of stress/ distress for volunteers.</p> <p>Risk of strain injury or DVT from sitting in the same position for extended periods</p>	<p>Volunteers and public</p>	<p>Controls or actions you are going to take</p> <ul style="list-style-type: none"> <li>• <b>Volunteers</b> wishing to support a vulnerable person known to them should ensure that they follow the <a href="#">Volunteering Matters safeguarding guidance</a> available on our website</li> <li>• <b>Volunteers</b> are encouraged where possible to volunteer through a recognised organisation that includes training and ongoing volunteer support</li> <li>• <b>Volunteers</b> communicating with vulnerable people online should avoid assisting others with any online activities whereby they are privy to the personal information of another for example online shopping (card details), online banking and logging into personal accounts. If asked for this kind of support please politely decline and ask the vulnerable person if they have a family member that can offer this support or try to suggest a get around</li> <li>• <b>Volunteers</b> to ensure that they have adequate emotional support and an opportunity to debrief with friends/ family after any on line communication and are proactive in seeking support when needed</li> <li>• <b>Volunteers</b> to ensure their computer workspace is set up in a comfortable way and to take breaks from sessions if they are long or back to back to allow for stress management and physical movement to avoid strain or DVT.</li> </ul>



**Argyll and Bute Third Sector Interface | 01369 700100 | [support@argylltsi.org.uk](mailto:support@argylltsi.org.uk)**

Argyll and Bute Third Sector Interface is a Company Limited by Guarantee in Scotland No. SC277345

Scottish Charity No. SC029947

Registered office: c/o Edward Street Community Centre, Edward Street, Dunoon PA23 7PJ

## Notes

\* REGARDLESS OF SPECIFIC EXPOSURE RISKS, THE RECOMMENDATIONS REMAIN:

- Frequently wash your hands with soap and water for at least 20 seconds, or use an alcohol-based hand rub with at least 60% alcohol. See hand washing guidance here:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/866065/Handwashing\\_techniques.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/866065/Handwashing_techniques.pdf)
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Try to avoid close contact with people who are unwell
- Clean and disinfect frequently touched objects and surfaces
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. See Government materials here:  
<https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016>
- Put used tissues in the bin straight away

\*The above risk assessment is an example of types of Hazards, Risks and Controls. You may need to consider other Hazards for the specified activity that have not been covered above

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*(Adapted from volunteering matters)*

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