	COVID-19	

Risk Assessment Prompt Sheet

PS: 042:00	**RE: COVID-19 – Delivery of Training in the Prevention and Management of Work Related Aggression and Violence**
Issue date:	June 2021
Author(s):	National Health and Safety Function
Rationale	It is a legislative requirement to provide, on the basis of the risk assessment and control programme, any training necessary to ensure, so far as is reasonably practicable, the safety, health and welfare at work of each employee - including Contractors and Temporary Employees (Agency Employees).
	Statutory Training is training that is required by law or where a statutory body (e.g. Health and Safety Authority) has instructed an organisation to provide training on the basis of specific legislation e.g. Safety, Health and Welfare at Work Act, 2005. Statutory training may be explicitly required by legislation or, through a process of risk assessment and/or needs assessment, deemed by the organisation to be necessary to ensure, so far as is reasonably practicable, the safety, health and welfare at work of employees and others. Statutory training is mandatory for all identified employees.
	With respect to COVID-19, the Health and Safety Authority has confirmed that there are no exemptions or relaxation of the legislative requirements in respect of the statutory requirements under the Safety, Health & Welfare at Work Act 2005 or its associated Regulations at this time.
	Training in the Prevention and Management of Work-related Aggression and Violence is a statutory requirement for all employees who work in an environment where a risk assessment has identified there is a risk of exposure to verbal or physical aggression and violence. Training in the prevention and management of aggression and violence can provide employees with appropriate skills to reduce or diffuse potential incidents. The assessment, design and content of training provided should be based upon a service specific risk assessment and the training needs assessment process. This should be compliant with the organisational, professional and legislative structures within which services are provided. Appropriate levels of training may vary from the basic management of verbal aggression skills to advanced level training in physical interventions skills.
	There are a number of training providers and training programmes used throughout the HSE depending on the specific service or the geographical area of the site/ service e.g. MAPA, TMVA, PMVA, Studio 3.

	This guidance has been developed to support managers and those involved in coordinating and delivering this training to ensure it is undertaken in a safe and professional manner whilst adhering to all National Public Health Emergency Team (NPHET) COVID-19 current guidance at this time. **Please note if using the services of an external training provider, they may have additional requirements and safety measures that must be considered when coordinating and delivering this training.**
Legislation	The Safety, Health and Welfare at Work Act, 2005 places duties on employers to ensure, so far as is reasonably practicable, the safety, health and welfare of employees and others while at work. Based on the training needs assessment and following risk assessment all relevant employees must be provided with training in the management of work related aggression and violence to assist in preventing and/or reducing the risk of aggressive behaviour and violence. Applicable Legislation includes (non-exhaustive): • Safety, Health and Welfare at Work Act 2005 • Safety, Health and Welfare at Work (General Application) Regulations 2007-2016 • Safety, Health and Welfare at Work (Biological Agents) Regulations 2013 and 2020 Please also refer to the Government Return to Work Protocol, designed to support employers and employees to put measures in place that will prevent the spread of COVID-19 in the workplace
Definitions	***Work related Aggression and Violence*** – any 'incident where employees are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, wellbeing or health'. Examples include: • Physical acts, such as spitting, pushing, hitting, punching a person or attacking a person with a weapon or object. • Non-physical acts, such as verbal abuse, threats or gestures. ***Social Distancing*** - Social distancing aims, through a variety of means, to decrease or interrupt the spread of COVID-19. It does this by minimising contact between potentially infected individuals and healthy individuals. Social distancing is keeping a 2 metre (6 feet) space between you and other people. You should not shake hands or make close contact where possible. See '*HR Circular 014/2020: Social Distancing in the Health Sector'.* ***Training Needs Assessment*** (TNA) - A TNA is the process of gathering, assessing and analysing information to determine the training needs of an employee. Undertaking a TNA is recognised as the starting point for any successful training intervention. In order to determine what training is necessary, the line manager is required to undertake a systematic TNA in accordance with HSE policy. This will assist managers in ensuring their employees have the necessary skills and knowledge to carry out their roles safely.

Scope	This document provides a non-exhaustive list of prompts to be considered when: • Conducting a Statutory OSH training needs assessment and risk assessment for all employees • Planning, coordinating and delivering training in the Prevention and Management of Work related Aggression and Violence
Situation	The HSE 'Policy on the Prevention and Management of Work-Related Aggression & Violence 2018' provides guidance to the HSE, our managers and employees on how to manage work-related aggression and violence with a focus on risk assessment and management. With regard to Training in the Prevention and Management of Work related Aggression and Violence, Managers should ensure the following: • That a training needs assessment is completed to ensure that employees identified as being at risk are given appropriate training, so far as is reasonably practicable, on how to recognise, prevent and manage work-related aggression and violence with particular consideration to be given to prioritising the delivery of training for those employees who are most at risk • That training delivery and access is accommodated via online methods as far as reasonably practicable to eliminate the risk of COVID-19 transmission amongst employees participating in training • Where online methods of delivery alone are not suitable for the delivery of training and an element of classroom based face-to-face training is required then a blended approach to learning should be accommodated where available to reduce classroom time and thus reduce the risk of COVID-19 transmission • Where using the services of an external training provider, discuss whether alternative training solutions have been developed to support learning e.g. online modules or virtual classrooms • Support of employees who may not be familiar with online learning or meeting platforms to access and utilise such resources • For any delivery of training where classroom based face-to-face training or assessment is required to meet learning objectives and ensure competency then a thorough risk assessment must be undertaken by the manager to identify and implement suitable control measures to mitigate the risk of COVID-19 infection • Where an external training provider is delivering the training programme, it is imperative that they are consulted to determine what additional protective or preventative measures they require • Exposure to COVID-19 may present a health risk to employees and others at the place of work. It is essential that the latest public health advice is followed and suitable control measures are identified and implemented to mitigate the risk of COVID-19 infection. These public health measures should be communicated to all relevant employees and others at the place of work. A thorough risk assessment must be undertaken, or updated as applicable, by the manager to identify and implement suitable control measures to mitigate the risk associated with the delivery of Training in the Prevention and Management of Work related Aggression and Violence during COVID-19 pandemic. The following is a non-exhaustive list of prompts which should be considered when undertaking this risk assessment. All control measures must be documented on the appropriate risk assessment form i.e. where you answer 'no' to any of the below prompts and deem them appropriate to your workplace, they must be documented as additional controls

	in the Risk Assessment form and implemented within the identified timeframe. Please see Appendix 1 for Example Risk Assessment. For further guidance on undertaking workplace Occupational Safety Health Risk Assessments which are compliant with Section 19, of the Safety, Health and Welfare at Work Act, 2005 and associated legislation please refer to NHSF Guideline Re: Completion of Occupational Safety and Health Risk Assessments (Ref:GD:004:01) available at: https://healthservice.hse.ie/filelibrary/staff/guideline-on-completing-occupational-safety-and-health-risk-assessment.pdf

Prompt Sheet

Element 1- Governance

No. 1	Governance	Yes	No	N/A
1.1	Has the manager or their nominee ensured compliance with the measures listed in this prompt sheet?			

Element 2 – Training Needs Assessment

No. 2	Training Needs Assessment (TNA)	Yes	No	N/A
2.1	Has a TNA been undertaken for each employee to identify the most suitable form of training? E.g. management of verbal aggression skills, physical interventions skills			
2.2	Has the TNA identified whether OSH face-to-face practical training is necessary (or essential) and appropriate at this time?			
2.3	Has the TNA taken into account employees most at risk of contracting COVID-19 and those most at risk of serious illness if they catch COVID-19 such as those who: • are 60 years of age and over • have a long-term medical condition - for example, heart disease, lung disease, diabetes, cancer or high blood pressure • have a weak immune system (immune-suppressed)			
2.4	Are the results of the TNA documented and communicated via the Locally Coordinated Training Request Form (LCTRF) to the appropriate training provider (internal or external)/ Instructor/Training Coordinator)?			

Element 3 – Training Delivery Method

No. 3	Training Delivery Method	Yes	No	N/A
3.1	Has the possibility of undertaking training via online methods or other virtual platforms been considered in the first instance e.g. has consultation taken place with the training provider to discuss whether alternative training solutions have been developed to support learning?			
3.2	Where online methods of delivery alone are not suitable has the possibility of a blended approach to learning been considered (i.e. mixture of online and classroom based) to reduce classroom time?			
3.3	Are employees who may not be familiar with online learning or meeting platforms supported to access and utilise such resources?			
3.4	Has an assessment been undertaken to demonstrate that, for the specific training programme, classroom based face-to-face			

	delivery is required to meet the learning objectives and to ensure competency i.e. training or elements of training can only be delivered using the face-to-face approach?			

Element 4 – Training Pre-Requisites

No.	Training Pre-Requites/ Pre-Training Check	Yes	No	N/A
4.1	Are local Instructors being utilised where possible to provide training?			
4.2	Prior to attending training have the Instructor(s) and participants completed the COVID-19 Work Safely Induction Webinar - Module 1 (available on HSeLanD) and any other training deemed necessary through the training needs assessment process (e.g. hand hygiene, infection prevention and control, personal protective equipment (PPE)?			
4.3	Have the Instructor and participants been advised that if they have been diagnosed with COVID-19 and it is in the infectious period, or have symptoms of COVID-19 or other infectious disease, or has been identified as a contact of COVID-19 they **must not** attend training and must inform their line manager immediately?			
4.4	Are employees aware: - of the symptoms of COVID-19 - to avoid any congregation at venue entrance - of hand hygiene, respiratory hygiene, cough etiquette and social distancing requirements? - of the location of welfare facilities, hand sanitizer and waste bins? Ensure the Instructor is aware of these arrangements and communicates them at the start of each session			
4.5	Do employees adhere to respiratory hygiene, cough etiquette and social distancing?			
4.6	Are employees instructed to bring minimal personal belongings into the training room to avoid risk of contamination?			
4.7	Are employees aware of the need to bring a change of clothes if attending training immediately after leaving a clinical environment?			
4.8	Are participants informed at the start of training of the following: - There will be staggered /one at time visits to toilets? - There will be a demonstration in donning and doffing of face masks? - There must be no sharing of resources (such as pens, markers, paper)? - They are required to notify the Instructor if unwell and the procedure to be implemented if this happens? - that their details as documented on the attendance sheet may be released by the Instructor to a Contact			

		Yes	No	N/A
	Tracer where required for the purposes of contract tracing only?			
4.9	Is the Instructor (internal/ external) aware of the above?			

Element 5 – Participant Numbers

No.	Participant Numbers	Yes	No	N/A
5.1	Have the below factors been considered when determining appropriate participant numbers for classroom based training: • Current recommended public health guidance on numbers for indoor gatherings? Please note where a hotel is used as a venue, specific recommendations regarding hotel events must be applied • Room size and layout must accommodate current recommended social distancing guidance? • Guidance on Instructor to participant ratios as set out by the HSA, NHSF or training provider?			

Element 6 – Training Venue Suitability and Setup

No.	Training Venue Suitability and Setup Please note the below requirements are in addition to criteria stipulated in the NHSF venue checklist (**CF:014:03**)	Yes	No	N/A
6.1	Is the training venue remote from the clinical/care environment, where possible, to avoid the need for people to enter or pass-through clinical areas to access training			
6.2	Does the venue size and layout of furniture allow for the recommended social distancing guidelines to be applied both on entering and occupying the venue? Where appropriate, floor marking can be used			
6.3	Are there adequate hand washing facilities available?			
6.4	Can hand hygiene as per WHO 5 moments be performed before and after interactions where appropriate and is there an adequate supply of alcohol based hand rub to allow the Instructor and participants to clean their hands as appropriate e.g. between each practical demonstration?			
6.5	Is there an adequate supply of tissues to ensure adherence to respiratory hygiene and cough etiquette?			
6.6	Are Covid-19 posters prominently displayed, covering hand hygiene, social distancing and respiratory hygiene and cough etiquette?			
6.7	Are there enough pens supplied for sign in to prevent cross contamination?			
6.8	Does the training venue allow for adequate ventilation?			
6.9	Are pedal waste bins available?			

No.		Yes	No	N/A
6.10	Does the area in which rest or refreshment breaks are taken allow social distancing guidelines to be applied?			
6.11	Where the facilities (e.g. W/C, canteen) are shared with others, has consideration been given to additional controls required to ensure social distancing and adequate hygiene requirements can be implemented?			
6.12	Does the training venue meet any specified requirements by the external training providers?			
6.13	Are internal/external training providers aware of the above?			

Element 7 – Equipment

No.	Equipment	Yes	No	N/A
7.1	If equipment is used during training, is single use equipment utilised where possible?			
7.2	Is reusable equipment (e.g. mats) cleaned before and after each participant's use and between each training session/training day as per manufacturers' guidelines?			
7.3	If equipment is composed of a fabric type material, is it cleaned as per manufacturer's instructions or launder/steam cleaned at the highest temperature the material can tolerate after each training event?			

Element 8 - Personal Protective Equipment (PPE)

No.	PPE	Yes	No	N/A
8.1	Is there appropriate PPE available as per HPSC guidelines: nitrile gloves, surgical mask and tyvek overalls /suit[1] ? *Note:* As risk of exposure may vary depending on the findings of the TNA, training programme and associated practical techniques, *any deviations from the above recommended PPE must be supported by a thorough risk assessment which has taken into account all risk factors such as the close contact elements, physical activity and movements required by participants during training*			
8.2	Has the specific PPE requirements identified by the training providers been taken into account?			
8.3	Is the Instructor aware they must provide induction in the use of the PPE/RPE (e.g. donning and doffing of mask and overalls)?			

[1] See application of the principles of Sections 5.1.2 (non-aerosol generating contact) of HPSC guidelines:
https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/ppe/Current%20recommendations%20for%20the%20use%20of%20PPE.pdf

Element 9 – Cleaning and Disinfection

No.	Cleaning and Disinfection	Yes	No	N/A
9.1	Are cleaning products and disinfectant available within the facility for preventing spread of COVID-19?			
9.2	Is there a comprehensive cleaning schedule in place for preventing spread of COVID-19?			
9.3	Is the Instructor aware that they should clean contact surfaces of all podiums, electronic equipment and devices as per HSE instructions on how to clean PC and desks using approved cleaning materials at start and end of each teaching session?			
9.4	Have all surfaces (e.g. table tops, mats) been cleaned and disinfected: • Prior to use? • Between each participant use? • at the end of the day or end of each session where more than one taking place on a given day?			
9.5	Are there adequate hand washing facilities available so that the Instructor and participants can wash hands frequently, i.e. start and end of training session, before and after lunch break?			
9.6	Is access restricted so that once cleaning post training has taken place, the venue is not in use by anyone until the next training session?			
9.7	Are waste bins emptied, cleaned and sanitised on a regular basis?			
9.8	Are enhanced cleaning and disinfection requirements documented and communicated for venues occupied by suspected cases of COVID-19?			
9.9	Are the details of cleaning personnel maintained for 4 weeks for contact tracing purposes?			

Element 10 - Training Provider (Internal/ External)

No.	Training Provider (Internal/ External)	Yes	No	N/A
10.1	Have you liaised with the training provider, in advance, to identify what additional protective or preventative measures they require e.g. related to risk assessment, PPE, training venue, cleaning, equipment?			
10.2	Has the training provider received induction on the local control measures which have been implemented by the service/site to prevent the spread of COVID-19 in the workplace?			
10.3	Where small groups are formed (e.g. 'bubbles') during training, when social distancing guidelines cannot be maintained and to facilitate the demonstration and practice of practical techniques, are these groups maintained for the duration of training?			

Element 11 - Response Plan

No.	Response Plan	Yes	No	N/A
11.1	Has an appropriate response plan been developed in the event that someone at training becomes ill with symptoms? *Please refer to the NHSF Guidance document Template COVID-19 Response Plan (GD:016:01) and Supplementary Note for the Management of Suspected COVID-19 cases (SN:003:01) for more information*			
11.2	Is there an identified room or area where the employee who is feeling unwell or has symptoms can be safely isolated?			
11.3	Is the Instructor aware in advance of the protocol/ plan for how the employee can be safely transferred from the facility to a health facility/ home (external transfer guidelines – HSPC)			
11.4	Has the Instructor been informed of all relevant procedures as set out in the response plan, in advance of training?			
11.5	Is there a contingency plan in place should the Instructor become unavailable or feel unwell at short notice?			
11.6	Have participants been informed of the procedure if following attendance anyone develops symptoms of COVID 19?			
11.7	Is the Instructor aware, for the purposes of contract tracing, they must maintain an attendance record with the contact details of everyone present for 4 weeks?			
11.8	Is there a process in place to enable the relevant Contact Tracer to receive the Instructor's contact details in order to access the attendance sheet for the purposes of contract tracing only?			
11.9	Are employees aware to notify their Line Manager if they are subject to contact tracing as per HSE guidelines?			

APPENDIX 1 - EXAMPLE **Training in Prevention & Management of Work-related Aggression & Violence - Risk Assessment Form (Covid-19)**	
Division: All HSE Divisions	**Source of Risk:** Pro-active risk assessment in response to COVID 19
HG/CHO/NAS/Function: All	**Primary Impact Category :** Harm to a person
Hospital Site/Service: All	**Risk Type:** Operational
Dept/Service Site: All	**Name of Risk Owner (BLOCKS):**
Date of Assessment:	**Signature of Risk Owner:**
Unique ID No:	**Risk Co-Ordinator**
	*Risk Assessor (s):

**HAZARD & RISK DESCRIPTION	**EXISTING CONTROL MEASURES**	**ADDITIONAL CONTROLS REQUIRED**	**ACTION OWNER (i.e. the Person responsible for the action)**	**DUE DATE**
There is a risk that while undertaking training in the prevention and management of Work-related Aggression & Violence during the COVID-19 pandemic, an inability to fully observe social distancing, particularly when carrying out the prescribed practical techniques, may lead to an increased risk of COVID-19 transmission amongst employees participating in this training. With respect to COVID-19, the Health and Safety Authority have confirmed that there are no exemptions or relaxation of the legislative requirements in respect of	Consultation has taken place with training providers to identify the delivery options available in order to reduce classroom time thus reducing the risk of transmission HSE COVID-19 vaccination programme in place Employees maintain social distancing, cough/respiratory etiquette, hand hygiene measures and full utilisation of PPE as required Contact tracing processes are in place	*Note: Where you have answered 'no' to any of the prompts and deem them appropriate to your workplace, they must be documented here as additional controls.* Continue to engage with the relevant training provider on safe means of delivering Managers must ensure that every effort is made to identify delivery options available to reduce classroom time thus reducing the risk of transmission e.g. via online methods, virtual platforms, or blended approach Ensure that sufficient equipment is provided at the training venue to allow for decontamination	Line manager/training coordinator Line Manager Line Manager Line Manager	

the statutory requirements under the Safety, Health & Welfare at Work Act 2005 or its associated Regulations at this time.	Existing cleaning and disinfections processes apply to equipment and venues NHSF Risk Assessment Prompt Sheet [PS: 042:00] is completed prior to training by managers and those involved in coordinating and delivering this training Guidance Document on Infection Prevention and Control Practices in Relation to Delivering Face to Face Education during the Global COVID-19 Pandemic - Guidance on COVID-19 1.0 30.07.2020 –HPSC ONMSD	Ensure that the training venue is large enough to allow for social distancing (or reduce attendance numbers accordingly)	Line Manager
		Ensure that a Training Needs Analysis and risk assessment (using the LCTRF and COVID-19 Social Distancing Work Environment prompt Sheet PS:036[2]) is completed prior to each course.	Line Manager
			Instructor
		Use a local Instructor where possible	
		A "wellness check" (see prompt sheet Element 4.8) and hand hygiene/ respiratory etiquette reminder to be completed at the start of the course along with standard housekeeping.	Instructor
		Ensure contact details of participants (attendance register) are captured to assist with contact tracing should a participant later be found to have been COVID-19 positive.	Line Manager and Instructor (briefing)
		Provision of PPE as per HPSC guidelines: nitrile gloves, surgical mask and tyvek overalls /suit and briefing in same at the start of session unless line manager's risk shows otherwise (see prompt sheet Element 8.1).	

INITIAL RISK			Risk Status		
Likelihood	**Impact**	**Initial Risk Rating**	**Open**	**Monitor**	**Closed**
Per ECDC Guidelines[1]		**High**	✓		

[1] This is based on ECDC Rapid Risk Assessment Guidance (updated 15/02/2021) (ref: https://www.ecdc.europa.eu/en/publications-data/covid-19-risk-assessment-variants-vaccine-fourteenth-update-february-2021):**"** the risk associated with further spread of the SARS-CoV-2 VOCs in the EU/EEA is currently assessed as **high** to **very high** for the overall population and very high for vulnerable individuals

It would be expected that if all the listed risk controls are fully applied, the risk would be reduced below this level.

[2] COVID-19 Social Distancing Work Environment prompt Sheet PS:036 available at: https://www.hse.ie/eng/staff/safetywellbeing/healthsafetyand%20wellbeing/covid-19-social-distancing-working-environment-risk-assessment.docx