



Bristol City Council
Parks and Estates

Health and Safety support
pack for practical activities
carried out by volunteer
groups.
(Part 1)



April 2010

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Contents (Part 1)		pages
1.	Introduction	1
2.	Key statements	2
3	Training	3
4.	Insurance cover	3
5.	Risk assessment	4
6.	Site risk assessment – completed example of	7
7.	Safe use of tools	8
8.	Personal protective equipment	9
9.	Advice on first aid	10
10.	Accident report form	11
11.	Fact / Data sheet	12
12.	Hazardous plants	13
13.	Useful contacts	17



Introduction

Bristol is very fortunate to have a vibrant volunteer community that helps make the city a better, safer and more lively place to live and work in. In particular, Bristol's parks and green spaces benefit from the work of many volunteers and community groups and Parks and Estates, which is responsible for managing these spaces, recognises the huge contribution they make to the appearance of parks that are open to the public and to the way they are used.

Because of the growing number of communities giving their own time to improve green spaces, Parks and Estates wants to be proactive in ensuring that volunteers are protected and are protecting themselves and others by working safely to agreed best practice. A result of this has been the development of this Health and Safety Support Pack for volunteers and community groups carrying out practical activities on land owned by Parks and Estates. The support pack, together with the training that accompanies it, provides health and safety advice, details of best practice and safety procedures that will enable volunteers and community groups to independently carry out a range of practical activities on parks and green spaces with least risk.

It is Bristol City Council policy that anyone working as a volunteer on land owned by the Council is considered as an employee of the Council during the period in which they are working. This affords the volunteer access to the same level of training, support and protection that a Council employee would receive in order to carry out the same activity.

You can view and download the support pack from the Bristol City Council website www.bristol.gov.uk/parksafety

Pack Contents

The support pack is provided for you in 2 distinct parts. Part 1 is intended to be read and kept as a document for reference as and when necessary. Part 2 is intended to act as a working document – which has a very practical use and can be used on-site during an activity. For this reason Part 2 is provided as plastic covered paper.

Part 1 contains essential information which will help you correctly use the procedures and support sheets provided in Part 2. Most of the content explains what is meant by risk assessment and how to complete one. Other information included covers how this pack links with training and Bristol City Council's insurance, a brief outline of the safe use of tools and of personal protective equipment and an explanation of Parks and Estates' policy on First Aid. Part 1 ends by providing useful information on hazardous micro-organisms and plants.

Part 2 provides, in simple format, the procedure to follow while organising a practical activity on a park and green space, the correct risk assessment procedure to use and what procedure to follow on the day of the activity. It also provides a number of completed models of risk assessments for you to use. Finally, Part 2 provides original copies of forms that need to be completed by those organising and carrying out activities.

Every effort has been made to minimise the amount of work that volunteers need to do with regard to health and safety. However, no activity is safe if some time and consideration has not been given to hazards associated with a practical task - paying due regard to the activity itself, the place that is taking place and the people that are carrying it out. It is hoped that this Support Pack, and the training that accompanies it, helps to balance these two needs.

Key Statement

- This pack is designed for use after volunteers and park user groups have received Health and Safety training from Parks and Estates. This training is designed to cover all aspects needed to work safely outdoors in parks and green spaces managed by Parks and Estates and is provided free of charge.
- Any H&S training not provided by Parks and Estates is not appropriate for those wishing to volunteer to work in green spaces owned by Parks Services.
- Only activities that take place on parks and open spaces that are managed or owned by Parks and Estates are affected by the guidelines in this document. This excludes land that is privately owned or owned by another department of the City Council. For confirmation on land ownership contact Parks and Estates on: 0117 922 3719.
- The main focus of this support pack is risk assessment – what it is and how to go about it - and the procedure which Parks and Estates is asking all volunteers and community groups working on its land to follow.
- It is mandatory for volunteers and park user groups that have received training to use the risk assessment models provided in this pack and work to the procedures that are detailed.
- The risk assessment procedure has been designed so that most of the work has already been done by Parks and Estates. In practical terms, for every activity a community group or group of volunteers carries out, only two single page forms will need to be completed and given to Parks and Estates beforehand. A sheet indicating volunteers' attendance must be submitted sometime after the activity.
- For more complex activities or activities known to contain greater risks Parks and Estates will provide hands-on support through a member of staff or by employing an outside organisation such as the practical conservation charity BTCV. The staff member or the organisation will then act as the competent person and be responsible for producing risk assessments and leading the activity.
- Parks and Estates will provide safety equipment and personal protective equipment to any volunteer who needs it. Some items e.g. safety helmets, have a useable 'shelf life'. Parks and Estates will also provide tools as and when necessary but this pack is also designed to support volunteers who wish to use their own tools.
- To encourage best working practices, Parks and Estates will arrange and pay for members of park user groups to attend both First Aid at Work and Emergency First Aid training if asked to do so.
- For further information on this pack or to arrange H&S training or other training, contact Parks and Estates' Community Development Officer on: 0117 922 4715.

Training

The training that underpins this pack is provided free to members of park user groups who have a working relationship with Parks and Estates. For all other groups undertaking practical volunteer activities, use of this pack may need to be supported in a different way. For further information, contact Parks and Estates on 0117 922 3719.

Training will take place in two parts. Part one provides general guidance on the Health and Safety pack and specific guidance on the principles and practice of risk assessment. Part two provides guidance on tools use and ‘tools talks’ that should be given before practical activities take place.

The training sessions will be followed up by a review session after 6 months. This will involve the trainer visiting the group/volunteers during a practical activity to assess whether the group requires any additional support.

Contents:

Part One

- Introduction to Health and Safety Legislation and Policy
- Introduction to Risk Assessment
- Risk Assessment Forms
- Volunteer Capability and Vulnerability
- Levels of Risk
- Recording Your Findings
- What to do on the day of activity

Contents:

Part Two

- Site Survey
- Safe Use of Tools – legislation, storage, carrying, using
- Personal Protective Equipment
- Giving a Health and Safety Talk

Insurance Cover

All volunteers working on Council property are covered by Bristol City Council’s public liability insurance – providing they are working with prior approval from the Council. All volunteers under 75 years of age are also protected by personal accident insurance. Parks and Estates advises that anyone aged 75 or over who is concerned should consider taking out their own personal accident insurance cover. Alternatively, individual volunteers may wish to check any personal life assurance policy which may incorporate personal accident insurance.

Personal accident insurance covers a range of permanent injuries. The amount paid to the injured person is dependent on the seriousness of the injury.

Risk Assessment

Contents:

- a) **What is a risk assessment?**
- b) **How to assess risks.**
- c) **The 5 steps to risk assessment.**
- d) **Capability and vulnerability of volunteers.**
- e) **Calculating levels of risk.**

Adapted from 'Five Steps to Risk Assessment' (Health and Safety Executive 2000)

a) What is risk assessment?

A risk assessment is nothing more than a careful examination of what, in the activity you are carrying out, could cause harm to people so that you can weigh up what precautions you need to take to prevent harm. The aim is to try and make sure no one gets hurt or becomes ill.

A risk assessment identifies **HAZARDS** and **RISKS**.

Hazard means anything that can cause harm e.g. chemicals, tools, working from ladders etc.

Risk is the chance, high or low, that somebody will be harmed by the hazard.

The important things you need to decide are whether a hazard is significant and whether you have it covered by satisfactory precautions so that the risk is small.

b) How to assess risks:

For outdoor activities with volunteers on Parks and Estates land, risk assessments should be carried out by a competent person, using the risk assessment models provided in this pack and the process described here.

The term 'competent person' refers to someone who has received the Health and Safety training and assessment provided by Parks and Estates to which this pack refers.

The competent person will complete a blank risk assessment form and submit this to Parks and Estates **at least two weeks before the activity is due to take place**. Parks and Estates will then 'sign off' the assessment or contact you to discuss modifications. The model risk assessments provided in this pack should be used to assist the competent person in the completion of the risk assessment.

In all risk assessments there are three types of hazards to consider:

- 1) **Generic hazards** – these will apply to any practical activity taking place outdoors with groups of people e.g. manual handling and lifting.
- 2) **Activity hazards** – these are specific to the activity taking place e.g. scrub clearance.
- 3) **Site hazards** – these are specific to the location that the activity is due to take place e.g. Castle Park.

Generic Hazards and Activity Hazards

This pack provides complete model risk assessments for both **GENERIC HAZARDS** and **ACTIVITY HAZARDS**. It does not provide models for Site Hazards as each site is unique and the hazards connected with that site can change daily e.g. due to weather conditions or maintenance work being carried out. A blank form for volunteers to complete is provided. There is an example of a completed Site Risk Assessment Form on page 7. This provides an idea of what hazards **might** be considered.

Two information sheets to support the assessment of site hazards and risk are included in this pack. These deal with:

- Recognition of hazardous / poisonous plants and
- Hazards from micro-organisms

Common hazards to consider in your risk assessment:

- Derelict sites may contain unsafe structures
- Underground services such as buried gas and sewer pipes, electricity cables and water mains – ensure you contact your Community Park Officer or Allotments Officer for a service map of the site on: 0117 922 4715.
- Overhead services such as pylons and telephone lines
- Ground conditions:
 - Slopes at the work site
 - Standing water or a waterlogged surface
 - Cracks in the surface
 - Trip hazards
 - Mud
 - Ice
- Water:
 - Deep water
 - Drainage ditches
- Adjacent industries
- Adjacent roads/traffic, waterways or railways
- Public highway works
- Barbed wire
- Overgrown shrubbery and protruding branches
- Hazardous and poisonous plants

c) The 5 steps to risk assessment

Step 1

Look for the three types of hazards - Generic, Site and Activity.

Step 2

Decide who might be harmed and how:

- Volunteers or the general public or both?

- Any volunteers who are particularly vulnerable e.g. children and young people, disabled people, older people, expectant mothers?
- What accidents could happen?

Step 3

Evaluate the risks and decide whether precautions are required to reduce the level of risk:

- The risk formula provided in this pack should be used. Risk will be High, Medium or Low.
- If any risks are thought to be high then **THE ACTIVITY MUST NOT GO AHEAD** unless control measures can be taken to reduce the risk to a lower level (your final risk level will be the one that applies after identifying control measures).

Step 4

Record your findings:

- Complete your blank risk assessment form including reference to the model risk assessments provided in this pack
- **The forms don't need to be perfect! Forms need to be suitable and sufficient**

Step 5

Review your assessment and revise it if necessary:

- NEVER use a site risk assessment twice. Something will always be different even if you are carrying out the same activity.
- Review your risk assessment on the day of the activity – Has anything changed? Is there anything you need to add? e.g. weather.

(However, if groups are doing the same tasks several times a year they don't have to re-submit the forms every time, as long as they do a proper review on the day of the task and agree the with their Community Park Officer).

d) Capability and vulnerability of volunteers

When completing a risk assessment adequate protection must be provided for any group that has a particular vulnerability. This might be because of age – young or old – with its implication of constraints on learning, retention of information, concentration, strength and skill. Similarly, health and physical condition need to be taken into account. An older person with evidence, or a likelihood of heart problems or a fit but pregnant woman would need special consideration.

Other vulnerable groups include those with learning or physical disabilities and those who speak little or no English who might not understand safety instructions or emergency warnings.

If your activity is not covered by the risk assessment models provided in this pack contact your Community Park Officer or Allotments Officer as appropriate. For more complex or hazardous activities Parks and Estates will provide hands-on support through a member of staff or by employing the conservation charity BTCV. The Parks and Estates staff member or BTCV representative will then act as the competent person and be responsible for producing the risk assessment and leading the activity to which it refers.

e) Calculating levels of risk.

It is common practice for risk levels to be calculated using a table as given opposite. When carrying out risk assessments for practical activities on Parks and Estates land, community groups and volunteers must use the tables and risk levels provided opposite.

RISK RATING

The RATING or LEVEL of any risk as High, Medium or Low is given while considering...

...the potential severity of the harm the hazard may cause....

TOGETHER with

...the likelihood that a hazard can cause harm.

	High Likelihood Occurs repeatedly / event only to be expected	Possible Moderate chance/ could occur sometimes	Improbable So unlikely that probability is close to zero
Fatal/Major injury Death, major injuries or ill health causing long-term disability/absence from work	HIGH	HIGH	MEDIUM
Serious injury Injuries or ill health causing short-term disability/absence from work (over 3 days)	HIGH	MEDIUM	LOW
Minor injury E.g. minor knocks, scrapes or splinters or plant/insect stings.	MEDIUM	LOW	LOW

All necessary Precautions / Control Measures must be taken to reduce the level of risk if possible.

If the level of risk is HIGH then the activity MUST NOT GO AHEAD.

SITE RISK ASSESSMENT FORM - COMPLETED EXAMPLE

Prepared by : Raquib Khandker

Date of Assessment : 1st May 2010

LOCAL HAZARDS APPROPRIATE TO THE SITE ON WHICH ACTIVITY IS TAKING PLACE
Refer to page 5 (Part 1) of H&S support pack. Also consider volunteers' abilities.

Hazard	Possible outcome	Persons at risk	Risk level Low Med High	Control measures	Who is responsible?
Busy local road by main entrance	Road traffic accident while accessing site and/or carrying tools to work area.	Volunteers and public	Medium	Designate volunteer as a 'traffic watch' while crossing and moving tools. Raise awareness of pelican crossing / safe place to cross close by.	Raquib Khandker & other competent persons
Dogs not on leads	May distract tool users, cause a fall or bite volunteers.	Volunteers and public	Medium	Dog owners to be asked to control dog and to take it away from work area.	
Steep slopes, grassy slopes, wooden steps on route leading to work areas.	Slips, trips and falls	Volunteers	Medium	Briefing to anyone not familiar with the site. Verbal warnings to be passed back from leader as steps are approached if steps are wet or frosty.	
Working in a public area	Public entering work area may be at risk from cut material, slips trips and falls	Public	Low	Use of signage or barriers is impracticable - volunteers will be asked to keep a look out for members of the public entering the area and take them to a safe area. Paths will be kept clear.	
Falling branches	Injury if hit	Volunteers and public	Low	In woodland check for loose hanging branches above work area and do not work in areas at risk from these falling.	

THESE HAZARDS MUST BE REASSESSED JUST BEFORE THE ACTIVITY TAKES PLACE.

Generic risk assessment forms applicable: **General Manual handling. Tools use.**

Activity risk assessment forms applicable: Scrub and vegetation clearance

To Volunteer/Group Health and Safety Rep: - This form must be handed in to Community Parks Officer for the site.

Safe Use of Tools

The use of hand tools on Parks and Estates land

All tools used for the management, maintenance and enhancement of Parks and Estates open spaces are subject to the legal requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER).

Effectively, this means that a volunteers' own tools, if being used on Parks and Estates land, are subject to the requirements of PUWER.

Under PUWER Parks and Estates is required to ensure tools used are:

- Suitable for use, and for the purpose and conditions in which it is used
- Maintained in a safe condition for use so that people's health and safety is not at risk
- Inspected in certain circumstances to ensure that it is, and continues to be, safe for use. Any inspection should be carried out by a competent person and a record kept until the next inspection.

It is not possible for Parks and Estates staff to do this with volunteer's own tools. Because of this the safe use, storage and transport of hand tools will be covered as part of the training provided in support of this pack. However some basic principles that all volunteers must adhere to are:

1. Only use the right tools for the job – e.g. spades and not shovels, or screwdrivers and not chisels.
2. Use only tools that are in good condition – reject tools with cracked or broken handles, or with burred or broken heads and cutting edges.

3. Keep cutting tools sharp and store and transport them with their sharp edges covered and protected. Wear gloves when handling tools with sharp edges.
4. Never use a tool in such a way that you or someone else will be injured if it slips.
5. Leaders, managers and supervisors i.e. the competent appointed person must provide adequate instruction in safe tools use at the beginning of every project and ensure individual volunteers have the necessary understanding throughout its duration.

Volunteers must not use power tools on land owned by Bristol City Council. If power tools are needed then the Community Park Officer or Allotment Officer for the site on which the activity is to take place must be contacted well in advance. This will allow him/her to arrange for the work to be carried out by a properly trained and qualified person.

Personal Protective Equipment(PPE)

All practical activities that volunteers are likely to engage in will require at least one item of PPE. The precise nature of what items should be made available or worn should be made clear in the risk assessment of a particular activity. **PPE must be available to each person that needs it and, if a volunteer does not have anything of their own that is suitable, Parks and Estates will provide it. Some items e.g. safety helmets, have a useable 'shelf life'. In all instances that these need to be used, they will be provided by Parks and Estates.**

Work must NOT take place if the required PPE is not available.

Some example of PPE are:

- **Gloves** – these will be required in virtually all practical activities.
- **Goggles / Safety Glasses** – these should be worn when using sledge hammers, picks, crow bars, chisels or chemicals or in any other circumstance where harmful or sharp substances/objects might enter the eyes – e.g. when clearing thorny scrub.
- **Safety Helmets** – these should be worn whenever work is taking place above head height and sometimes when mells or sledgehammers are being used.
- **Reflective Waistcoats** – these should be worn whenever working near a road or cycle route. They can also be worn when marshalling at events or to allow First Aiders and/or supervisors to be identified.
- **Work Boots** – sturdy footwear should always be used when undertaking practical work. When moving heavy objects or when there is danger to the feet, steel toe-capped boots should be worn.

PPE may also include ear defenders to protect against noise, face masks and waterproof clothing.

Advice on First Aid

What is First Aid?

People carrying out an activity can suffer injuries or fall ill. It doesn't matter whether the injury or the illness is caused by the activity they are doing or not. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First Aid covers the arrangements you must make to ensure this happens. It can save lives and prevent minor injuries becoming major ones.

A Qualified First Aider is someone who has undergone a training course in administering First Aid at work and holds a current First Aid certificate. The training has to have been approved by the Health and Safety Executive. These are extensive courses and are usually held over 3 or 4 days. This qualification needs to be renewed every three years.

Alternatively, people can attend a Basic or Emergency First Aid course which usually lasts up to 1 day and is not assessed. A person that has gone on this course is not a Qualified First Aider but will have learnt some basics in First Aid.

First Aid guidelines for working on Parks and Estates' land

Parks and Estates does not insist that there must be a First Aider present during volunteer activity on its land, however it does recognise that this would be good practice and help reduce risk.

The Health and Safety Executive's guidelines for First Aid at Work suggest that for higher risk activity involving five or more people, at least one should be a Qualified First Aider. Any outdoor practical activity may be regarded as higher risk (because it may involve the use of sharp tools outside of a normal working environment) and hence:

Parks and Estates will arrange and pay for members of park user groups to attend both First Aid at Work and Emergency First Aid training if asked to do so.

If a person volunteering as part of a group is a Qualified First Aider, this does not mean they must act as the competent person responsible for the general health and safety of those taking part. A competent person for volunteer activity on Parks and Estates land is someone that has received the Health and Safety training and assessment provided by Parks and Estates.

First Aid kits

The Health and Safety Executive does not make any recommendations for the contents of a First Aid kit. Its advice is that it depends on the activity being carried out and the number of people carrying out any particular activity. In addition, First Aid kits are more commonly bought with a given selection of items for a given number of people.

Suggested contents of a welfare kit

Welfare kits can also be provided on practical, volunteer activity days. However, whereas a First Aid kit should only be used by a Qualified First Aider, volunteers are able to access a welfare kit to use for themselves.

- 1 x pair of tweezers
- 1 pair of scissors
- 10 safety pins
- needle and thread
- pencil
- sanitary towels
- whistle
- toilet roll
- cotton wool
- 30 plasters
- 3 finger

Accident Report Form - In the event of an accident OR A NEAR MISS the following form MUST be completed and handed in to Parks and Estates, Colston 33, Colston Ave, Bristol BS1 4UA. This helps the type and number of accidents to be monitored so that improved control measures and new safety procedures can be implemented if necessary.

BRISTOL PARKS VOLUNTEERS	
<p>Group Identity</p> <div style="background-color: #f4a460; padding: 2px;">Section A Personal details of affected person</div> <p>Surname _____</p> <p>First Name _____</p> <p>Address _____</p> <p>Date of Birth _____</p> <p>Male <input type="checkbox"/> Female <input type="checkbox"/></p> <p>Employee of Bristol City Council Y <input type="checkbox"/> N <input type="checkbox"/></p> <div style="background-color: #f4a460; padding: 2px;">Section B Incident details</div> <p>Date of incident _____</p> <p>Time _____ am/pm</p> <p>Where did the incident occur? _____</p> <p>What activity was going on at the time? _____</p> <p>Description of how the incident occurred _____</p> <p>Did injury occur? Y <input type="checkbox"/> N <input type="checkbox"/> if yes please specify _____</p> <p>Type of injury: _____</p> <p>Part of body affected _____</p> <p style="text-align: center;">Left <input type="checkbox"/> Right <input type="checkbox"/></p>	<p>Injury Report Form Number: _____</p> <div style="background-color: #f4a460; padding: 2px;">Section C Other details</div> <p>Medical attention given? First Aid / Doctor / Hospital / None</p> <p>Was injured person taken directly to hospital from scene of incident? Y <input type="checkbox"/> N <input type="checkbox"/></p> <p>Was injured person detained in hospital for more than 24 hours? Y <input type="checkbox"/> N <input type="checkbox"/></p> <p>Has next of kin been notified? Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/></p> <p>Any other relevant circumstances: _____</p> <p>Details of witnesses: _____</p> <p>Volunteer Group Leader: Name: _____ Signature _____ Date _____ Tel contact number: _____</p>

<p>To be completed by Bristol Parks Community Park Officer: _____</p> <p>Investigation form completed <input type="checkbox"/> to follow <input type="checkbox"/> not appropriate <input type="checkbox"/></p> <p>Name _____ Signature _____ Date _____</p>

FACT/DATA SHEETS

HAZARDOUS PLANTS

Common Hazards

Giant Hogweed

Giant Hogweed is originally from Asia and was introduced as an ornamental. It is similar in appearance to our Hogweed, only it is much larger (2-5 metres tall) with huge stems and the hairs on the under surface of the leaf are shorter (about .25 mm long). Flower heads are 20-50cm across and can be seen from June-July.

The plant exudes a clear watery sap that sensitises the skin to ultraviolet radiation. This can result in severe burns to the affected areas resulting in severe blistering and painful dermatitis. These blisters can develop into purplish or blackened scars.



(Giant Hogweed)

Wild Parsnip and Wild Angelica

Wild Parsnip and Wild Angelica also can cause burns to the skin by sensitising it to ultraviolet radiation. If the plant juices come in contact with skin in the presence of sunlight, a rash and/or blistering can occur, as well as skin discoloration that may last several months.

Wild parsnip is rough and hairy, growing to between 30-150cm tall and has yellow, numerous flowers in flat-topped heads. Its toothed leaves smell strongly of parsnip when bruised.

Angelica is hairless, often purple-tinged with stout, purplish stems growing to 50-200cm tall. The flowers are white or pinkish and in numerous domed heads 5-15cm across and can be seen from June to September. Angelica prefers damp or marshy ground.

Precautions:

- Protect skin against contact with plant sap with gloves and long sleeved clothing.
- If contact with sap is made then wash the affected skin immediately with warm water.



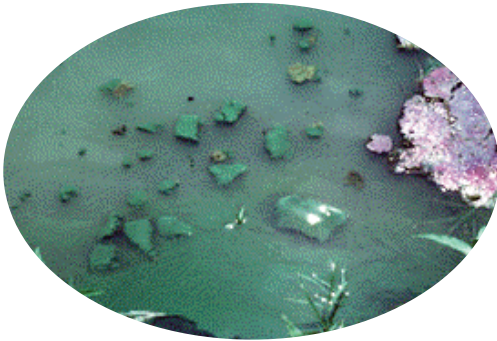
(Wild Angelica)



(Wild Parsnip)

Blue Green Algae

The growth of Blue Green Algae is encouraged in watercourses during hot weather and in conditions where the water has become nutrient-rich. The algal blooms that result can be toxic and harmful if they come into contact with the skin.



Precautions:

Avoid close working with algal blooms and wash them off immediately if they come into contact with skin. If contact cannot be avoided ensure that protective clothing is worn and hand washing facilities are close by.

Bracken

Bracken is a toxic fern. There is also evidence that the spores it releases can be harmful if inhaled, as can the spores of fungi associated with Bracken.



Precautions:

1. Protect skin against contact with sap with gloves and long sleeved clothing
2. Avoid prolonged working in bracken particularly during the summer sporing season from around July to September, and wear an appropriate mask
3. Mechanical cutting of bracken would require a COSHH assessment, and further PPE being required

Thorns and Brambles

These can cause cuts and abrasions that can become infected. Blackthorn thorns (shown here) are prone to carry infectious material because each thorn has a rough texture and can easily break under the skin.



Precautions:

- Wear gloves and appropriate footwear if working with thorny plants
- Deal with splinters promptly
- Go and see a doctor immediately if there is any serious pain or swelling



Micro Organisms

Common Hazards:

Leptospirosis – Weil’s Disease

<i>What are the symptoms?</i>	The disease starts with a flu-like illness with persistent and severe headache.
<i>Who is at risk?</i>	Anyone who is exposed to rat’s urine e.g. workers in contact with canal and river water.
<i>How might I catch it?</i>	The bacteria can get into your body through cuts and scratches and through the lining of the mouth, throat and eyes after contact with contaminated water such as sewers, ditches, ponds and slow-flowing rivers.
<i>How can I prevent it?</i>	<ol style="list-style-type: none"> 1. Cover all cuts and broken skin with waterproof plasters before and during work. 2. Wear protective clothing. 3. Wash hands after handling possibly contaminated material and always before eating, drinking or smoking.

Lyme disease

<i>What are the symptoms?</i>	Begins with a skin rash, often associated with flu-like illness. Later cardiac, arthritic and/or neurological diseases may develop.
<i>Who is at risk?</i>	Anyone who is exposed to grasses and shrubs where animals are likely to have been.
<i>How might I catch it?</i>	Via the bite of infected ticks which are often found on the tips of vegetation waiting for a host to pass. Both domestic farm animals and wild animals e.g. deer can carry infected ticks.
<i>How can I prevent it?</i>	Wear protective clothing.

Tetanus

<i>What are the symptoms?</i>	Exaggerated reflexes, muscle rigidity and uncontrolled muscle spasms – lockjaw.
<i>Who is at risk?</i>	Anyone working in contact with soil – especially if carrying a skin cut.
<i>How might I catch it?</i>	The bacterium enters via breaks in the skin.
<i>How can I prevent it?</i>	<ol style="list-style-type: none"> 1) Wear protective clothing. 2) Make sure all skin cuts are properly dressed before and during work. 3) Wash hands after handling possibly contaminated material and always before eating, drinking or smoking.

Toxocara canis

<i>What are the symptoms?</i>	Following ingestion of the eggs, these hatch and the larvae migrate to the liver, lungs, eyes and brain.
<i>Who is at risk?</i>	Anyone working in areas likely to harbour dog faeces.
<i>How might I catch it?</i>	Hand-to-mouth contact with dog faeces or contaminated objects.
<i>How can I prevent it?</i>	<ol style="list-style-type: none"> 1) Wear protective clothing. 2) Wash hands after handling possibly contaminated material and always before eating, drinking or smoking.

Useful Contacts

In an Emergency

Tel: 999 or 112 from a landline or mobile for:

- Fire brigade
- Ambulance
- Police
- Coastguard
- Mountain rescue
- Cave rescue

Western Power Distribution (South West) plc:

Emergency number: 0800 365 900

Health and Safety Executive (HSE)

HSE Infoline: 0870 354 0055

BTCV

CREATE Environment Centre
Smeaton Road
Bristol
BS1 6XN

Tel: 0117 925 0505
Fax: 0117 922 4444
E-mail: Avon@btcv.org.uk
www.btcv.org/users/avon/

Environment Agency

Enquiries: 0870 850 6506
Floodline: 0845 988 1188
Incident Hotline: 0800 807060

BRISTOL CITY COUNCIL CONTACTS

Parks and Estates

Colston 33
Colston Avenue
Bristol
BS1 4UA

Tel : 0117 922 3719
www.bristol.gov.uk/parks

Bristol Harbour Master

Harbour Office
Underfall Yard
Cumberland Road
Bristol
BS1 6XG

Tel: 0117 903 1484
Fax: 0117 903 1487

Dog Warden and Pest Control

7-8 Feeder Road
St. Philips Marsh
Bristol
BS2 0SB

Office open 8am to 4.30pm Mon to Thurs and
8.00am to 4.00pm Fri

Tel: 0117 977 6004 / 922 2500
FAX: 0117 971 6001
EMAIL: dog.warden@bristol.gov.uk and
Pest.control@bristol.gov.uk

Bristol Living Rivers Project

C/o Sustainable City Group
Bristol City Council
The CREATE Centre
Smeaton Road
Bristol
BS1 6XN

Tel: 0117 352 5894
Email: environment@bristol.gov.uk
www.bristol.gov.uk/rivers

Bristol Clean and Green

Provide specialist services to help groups tackle problems such as graffiti and fly posters. We provide litter-picking equipment including gloves, sacks, tools and can dispose of any rubbish your community collects.

Tel : 0117 922 2100

Email: cleanandgreen@bristol.gov.uk

Drug and sex litter rapid clean-up team

Phone the hotline number and the rapid clean-up team will:

- Remove all drug related litter (needles, foil etc.);
- Remove any sex litter eg. used condoms;
- From any location in the open air.

Hotline: 0117 9222241

The hotline is manned from 8-30am to 8-00pm. At other times, you will only be able to leave an answer phone message which will be passed to the team first thing the following morning.