



# **Catton Park**

## **Volunteer Scheme Handbook**

This handbook provides you with an introduction to the Catton Park volunteer scheme. We have tried to make it as complete as possible but if you have any other questions please do not hesitate to contact a member of the team.

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## Introduction

### Who we are

Catton Park is an historic landscape on the northern outskirts of Norwich. The 70acre park is open for all to enjoy. It comprises an open wildflower meadow fringed on three sides by mixed woodland. This park has special significance, as it was the first commission of the acclaimed landscape architect Humphry Repton. There are footpaths through the woods and across the park, most are easily accessible by wheelchairs and pushchairs. Buxton Lodge is a purpose-built timber-clad building located within the dog free picnic area in the park. The building provides a spacious meeting area with an interactive whiteboard and hearing loop.

### Why we have set up the volunteer programme

The scheme has been established to involve and engage local people in the maintenance and development of the Park.

### As a volunteer you can expect:

- Training
- The support of Catton Park staff.
- To be safe and secure whilst volunteering.
- To be provided with insurance cover for any task you might undertake on behalf of Catton Park.
- To meet people and have an enjoyable experience.

### A volunteer is expected to:

- Act responsibly and safely as an ambassador for Catton Park.
- Respect the confidentiality of information as appropriate.

### Training, induction and support

You will be given relevant on-the-job training and guidance from a member of staff or an experienced volunteer. If you believe you have not received adequate training to enable you to undertake a task safely and efficiently, it is your responsibility to say so.

Catton Park will then address your concerns.

Catton Park



Map of Catton Park

## Health and Safety

Every year more than two hundred people lose their lives and hundreds of thousands of people are seriously injured in workplaces across Great Britain. The moral, reputational and economic reasons for good health and safety practice in the workplace are clear. Millions of working days are lost in the UK every year due to occupational ill health and injury, imposing an annual cost to society of £30bn. But the need to manage health and safety appropriately goes much deeper than just being a cost saving exercise. As members of society we all have a moral obligation to 'do what's right' and no-one would want to feel responsible for someone having an accident as a result of your actions or inactions.

Catton Park has an excellent safety record and incidents that do occur due to our work activities are very low. To achieve this we have adopted a robust health and safety management system.

The Park staff will carry out a written risk assessment for all practical activities undertaken in the Park. These are available upon request.

However, all volunteers have individual responsibility to take reasonable care for the health and safety of themselves and for those other persons who may be affected by their acts or omissions. In particular, volunteers must:

- Comply with the Catton Park Health and Safety Policy and procedures at all times;
- Co-operate with Park staff in complying with relevant health and safety safe systems of work and procedures;
- Use all work equipment and substances in accordance with the instruction and training received;
- Wear, use, store, maintain and replace personal protective equipment as appropriate. This will be provided by the Trust.
- Not intentionally misuse anything provided in the interests of health, safety and welfare;
- Report all accidents (personal injury and vehicle), ill-health, incidents of violence and aggression, near misses, hazardous situations, general health and safety concerns, defective equipment as an issue on the report form.
- Attend training as offered by Park staff.

The following highlights the issues for consideration in self-assessing potential hazards and appropriate control measures for lone monitoring.

## 1) The Park

Remember that the Park consists of terrain which is varied and may well change between visits eg rabbit holes may appear and brambles will grow.

In general be aware of:

- Slopes, particularly in or following wet weather
- Uneven ground
- Woods or large hedges can produce branches at eye poking level
- Brambles, both at eye level and tripping height
- Countryside Furniture – loose, slippery
- Roots and stumps
- Dog mess
- Ponds

## 2) Tools

For planned tasks there will be full instruction before work begins. If taking your own tools you need to consider:

- Storage in the car
- Safety of carrying tools to work sites
- Safety of using the tool whilst on you own

## 3) Personal safety

Volunteers are sometimes alone and in remote areas which can place them in a potentially vulnerable position. It can be advisable for volunteers to leave the following details with someone who could raise the alarm if you do not return or call in on time:

- a) The part of the Park where you will be working
- b) Your expected time of return

- On your return you should inform your contact immediately.
- Where possible carry a mobile phone.

## 4) Protective Clothing

Bring sun protection, waterproofs, or wellies, whichever is relevant. Tree stumps and roots can be quite unforgiving to toes in open sandals.

The Park will provide any other PPE such as gloves etc which your voluntary role requires. If doing any sort of practical work - **be careful!** Be aware of your limitations

**YOU ONLY HAVE ONE BACK**

## 5) Other Potential Hazards

- Dog Bites
- Tetanus - Norfolk is a high-risk area so ensure that you are up to date with jabs.
- Blackthorn infection - take care when removing thorns should you get one stuck in your skin. A wound where some of the thorn remains embedded in the flesh is liable to become infected and a visit to the doctor should be sought.
- Lyme Disease (see page 7)
- Leptospirosis (see page 7)
- Toxocariasis (see page 8)

## **Lyme disease**

Lyme disease is a flu-like illness caused by the bite of a tick infected with bacteria. If untreated it can, in severe cases, lead to arthritis and neck stiffness. Only one in every five thousand bites is likely to lead to illness so the risk of getting the disease is quite small.

Since surveillance began in the UK in 1986 there have been 5176 reported cases although it is believed that there is a considerable degree of under-reporting.

### Ticks

Ticks spend most of their time in moist places close to the ground. When the 'host' animal (usually deer) is not available the tick will seek an alternative supply of blood; they climb up grasses, bracken and scrub and wait for a warm-blooded animal to brush past.

### Prevention

The best defense is to keep your skin covered – especially your legs. Check your skin and clothing frequently. Carefully remove any ticks and place a small dressing over the bite. The sooner the ticks are removed the less likely you will be infected.

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## **Leptospirosis**

Leptospirosis is very rare but it can be fatal. It is a bacterial infection carried in rat and cattle urine which can contaminate water. The chance of being infected – although small – is greater in slow moving or stagnant water and in sewers. The bacteria can enter the body through breaks in the skin or the mucus membranes of the mouth and eyes. Entrance through the intact skin is unlikely although prolonged exposure of the skin to contaminated water may provide an opportunity for infection.

The early stages of the disease are temperature, an influenza like illness, chills, malaise and joint and muscle pain.

Treatment of the disease is very effective in the first three days. It is therefore important that anyone who has recently worked in areas which could be contaminated by rat or cattle urine visit their doctor if they suffer from any of the above symptoms.

### How to remove a tick

If you pull at the tick's body you are likely to crush it and leave the head buried in your skin. This can cause an abscess at the site of the bite.

To make the tick loosen its grip you should apply a drop of methylated spirit, alcohol, neat TCP or nail polish remover to its body and wait for a few moments before easing it out of the skin with tweezers.

### What to do following a tick bite

Most tick bites will require no further attention. The first signs to look for are a RED SKIN RASH which starts at the site of the tick bite and spreads outward in a ring shape. Typically it is around 15cm (6 inches) across, but it can be much larger or smaller than this

This may be followed by; headaches, fever/chills, stiff neck, pain the joints, difficulty remembering and concentrating.

If you experience any of these symptoms or you are worried about possible infection contact your GP. Lyme disease can be treated with antibiotics. The earlier the disease is diagnosed the easier it is to treat.

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### Precautions against risk of Leptospirosis

1. Always use the protective clothing/equipment recommended
2. Always thoroughly clean your hands before eating or drinking whether or not your hands will be coming into contact with food.
3. Take immediate action to clean thoroughly any cut, scratch or abrasion of the skin as soon as possible, whether the injury was caused at work or not. Cover the wound with a waterproof adhesive plaster. Keep it covered until it is quite healed.
4. If you feel ill after working in an area which may be contaminated with rat or cattle urine, regardless of whether you have any cuts and scratches and have any of the symptoms mentioned opposite visit your doctor as soon as possible and show this card.
5. Every injury sustained at work, however small, must be reported and entered on the report form.

## **Toxocariasis**

Toxocariasis is a rare infection caused by roundworm parasites. It is spread from animals to humans through contact with infected faeces.

Roundworm parasites are most commonly found in cats, dogs and foxes, and usually affect young children.

This is because children are more likely to come into contact with contaminated soil when they play and put their hands in their mouths. However, cases have been reported in people of all ages.

For most people, an infection with these roundworm larvae causes no symptoms and the parasites die within a few months.

However, some people experience mild symptoms, such as a cough, a high temperature (fever) of 38C (100.4F) or above, headaches or stomach pain. See your GP as soon as possible if you think you or your child have symptoms that may be caused by toxocariasis.

The best way to reduce the chances of developing toxocariasis is to practise good hygiene.

For example, washing hands with soap and warm water after handling animals or coming into contact with sand or soil.

Gloves should also be worn when working with the grounds of the Park.



## **Practical Tasks**

From time to time there will be opportunities for volunteers to get involved in group practical maintenance activities. Specific details of these will be highlighted in the Volunteer briefings.

These activities will be supervised by the Park Warden who will advise volunteers of any specific health and safety considerations. Volunteers will be required to provide appropriate footwear and clothing together with a packed lunch for an enjoyable and satisfying day out.

## **Public Liability Cover for Volunteers**

As a volunteer, you will have Public Liability Cover but not Personal Cover. Public Liability cover will be provided by the Catton Park Trust. Further details are available on request.

## **Feedback**

Feedback is a vital part of our volunteer scheme. We want to find out what is good about being a Catton Park volunteer and also where we could make improvements. Please give the Park Warden any comments you may have about volunteering with us. Your confidentiality will always be respected.

If you have any concerns, especially about something which may be illegal or contrary to the aims or policies of Catton Park, it is vital that you let us know.

## **Volunteer days – a reward for your effort and support**

From time to time, we will organise events as a way of saying 'thank you' for your help and involvement with our work. These days will also provide the opportunity for you to meet other volunteers.

# Registration Form

It is important that you read and understand this information pack and then complete the following acknowledgement slip.

Name.....

Address.....

.....

Telephone..... Mobile.....

Email.....

Emergency Contact..... Phone number .....

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## Catton Park Volunteers

Declaration: I/we have read and understood the volunteer information pack

Sign.....

Dated.....

Print.....

.....

Catton Park under the Data Protection Act 1998 uphold the privacy and secure storage of all volunteer details.

Please return to [warden@cattonpark.com](mailto:warden@cattonpark.com) or  
FAO: Matt Caley, Buxton Lodge, Oak Lane, Norwich, NR6 7DB