

## Module 9

### Personal and Organisational Risk

This section looks at personal factors that could affect the health and safety of yourself and other Community Patrollers. Personal factors are those things that affect how you feel, behave and perform while patrolling. Personal factors that affect your performance can also influence how well you maintain the health and safety of yourself and others.

Personal factors include:

- Stress
- Fatigue
- Anger
- Shift work
- Poor health
- Influence of drugs and alcohol
- Poor diet
- Hydration
- Fitness

#### Stress

Stress is our body's reaction to a demanding situation. When we feel stress, we release hormones such as adrenaline into the bloodstream. In the short term, these hormones can give us more energy and strength to handle the situation.

However, if our body keeps producing these hormones it can affect us in negative ways. Long term production of hormones can make a person feel tired, overwhelmed, impatient and more likely to react inappropriately. Stress causes both physical and emotional responses.

#### Physical

- Breathing more quickly
- Fast heart beat
- Sweating
- Headaches
- Nausea
- Tiredness
- Muscle tension

#### Emotional

- Lack of concentration
- Feeling confused
- Feeling depressed, worried or anxious
- Unable to cope with everyday situations
- Being irritable
- A change in behaviour
- Not sleeping well
- Drinking, smoking or eating more than normal
- Becoming withdrawn

#### How Does Stress Affect Your Health and Safety?

- By making you react inappropriately to some situations, for example, getting angry with an aggressive person
- By affecting your decision making which could put you or others at risk of harm
- Making you lose concentration so you don't notice something that could put you or others at risk
- Affecting your mood, such as "not caring" or "can't be bothered" which could mean you forget to do tasks or don't have the energy to do them

Note: Stress is a recognised workplace hazard and should be treated seriously. Community Patrollers can be affected by stress and if this is the case they should seek assistance. This may be available through the Police programme. If in doubt the CPNZ Operations Manager should be

contacted.

### **Fatigue**

Fatigue is the state of being very tired or exhausted. It can occur from:

- Working too hard or after doing heavy exercise
- Not getting enough sleep, rest or relaxation
- Having a medical condition

You recognise fatigue from feelings of:

- Low energy & tiredness
- Low mood, such as less motivation to do tasks
- Irritability, depression or anxiety

### **How Does Fatigue Affect Your Health and Safety?**

- Making it harder to concentrate
- Reducing your ability to respond quickly when needed
- Affecting your judgement
- Reducing your ability to communicate effectively
- Giving you less tolerance and patience

### **Anger**

Anger is an emotion that happens when a person feels hurt, mistreated, threatened or is stopped from doing something they want to do. Anger can be mild or severe.

You can recognise anger from:

- Reactions that seem out of proportion to the situation, such as shouting, fist shaking, punching or pushing into someone's personal space
- Feelings of frustration, irritation, fear or threat
- Clenching jaws, grinding teeth, raised voice, red face, sweating

- Acting violently or hitting people or objects

### **How Does Anger Affect Your Health And Safety?**

- Making you more likely to react inappropriately
- Decreasing your ability to think clearly and logically
- Escalating a situation to put you or others at greater risk
- Making it more difficult to work cooperatively with others

### **Shift Work**

Shift work is where you work in a way that is:

- Not regular in the hours of work, for example, working mornings one week but afternoons the next week
- Splitting your work day, for example, four hours in the morning and four hours in the evening
- During the night, for example patrolling at night

### **How Does Shift Work Affect Your Health And Safety?**

- Making you more fatigued because normal routines of sleeping and being awake are disrupted
- Reducing your concentration and lowering your energy
- Putting you at greater risk of having an accident
- Increases the risk of ill health

### **Influence Of Alcohol And Drugs**

What does this mean?

- Being under the influence of alcohol and drugs while at work
- Being influenced by the consequences of drug and alcohol use, for example, being hungover or experiencing the

after-effects of drug use

### **How Does The Influence Of Alcohol And Drugs Affect Your Health And Safety?**

- Reducing your ability to concentrate
- Making you less alert
- Reducing your judgement and decision making skills
- Affecting your energy levels and mood
- Potentially affecting your ability to safely use machinery, equipment or vehicles

### **Poor Health**

Poor health is when your body has a lowered ability to fight off disease or infection. This can make you more at risk of being sick or unwell.

### **How Does Poor Health Affect Your Health And Safety?**

- Reducing your ability to concentrate
- Making you less aware of your surroundings and environment
- Making you fatigued or leaving you with less energy
- Affecting your decision making ability
- Affecting your mood, such as feeling depressed

### **Poor Diet**

A poor diet is when the food and drink you consume do not meet the requirements of your body to maintain good health.

A poor diet can result from:

- Not enough of the right foods to give you the energy, protein, vitamins and minerals you need
- Too much food (especially foods high in fat or sugar) which can lead to excess fat and weight gain.

### **How does a poor diet affect your health and safety?**

- Fatigue
- Giving you less energy
- Being overweight puts you at risk of Diabetes and heart disease

### **Hydration**

Hydration is the amount of water in your body. Your body needs a certain amount of water to function effectively. Not enough water can lead to dehydration which can affect your performance.

### **How Does Poor Hydration Affect Your Health And Safety?**

- Making you feel thirsty with a dry mouth
- Making you feel fatigued or weak
- Making you feel light-headed
- Making it harder to concentrate
- Giving you headaches

Severe dehydration can affect your health and safety with:

- Extreme fatigue
- Muscle cramps
- Nausea (feeling sick)
- Rapid heart beat
- Breathing faster
- Increased body temperature

### **Fitness**

Fitness is being physically fit and healthy so that you can perform the tasks you need to.

### **Poor fitness can affect your health and safety by:**

- Reducing your energy levels
- Leaving you breathless and/or tired after completing tasks
- Reducing your concentration

## 2. Organisational Factors

This section looks at organisational factors that can affect you and the health and safety of other Community Patrollers. Organisational factors are those things that are associated with your workplace. They include the resources and equipment that are available to you. Organisational factors can influence how well you maintain the health and safety of yourself and others.

Organisational factors include:

- Safe and well-maintained vehicles
- Working communication equipment
- Adequate and correct Personal Protective Equipment (PPE)
- Availability of resources and equipment

### Vehicles

Vehicles can pose a risk to the health and safety of yourself and other patrollers as they can cause accidents resulting in injuries or death

Actions to minimise the risks of vehicles to health and safety:

Check yourself

- Be refreshed and well rested
- Be drug and alcohol free
- Check your driving position so that you can reach all controls easily
- Wear high-vis clothing so you can be seen

Check the vehicle

- Walk around the vehicle and check its safety, such as tyres, indicators and lights
- Know the road conditions or any hazards you may encounter on the route
- Make sure you have plenty of gas

Follow safe driving practices:

- Obey speed limits
- Drive to the conditions
- Actively think about what you see and hear so you can make better decisions and anticipate problems
- Try to anticipate the movements of pedestrians and other vehicles
- Give way to pedestrians

### Communication Equipment

Communication equipment includes radios, mobile phones and mobile data devices.

Actions that minimise the risks with communication equipment to health and safety;

- Answer personal phone calls on breaks. Answering personal phone calls while on duty may distract you and cause you to miss a possible security breach
- Pull over when driving to answer phone calls, the radio or to check mobile data devices. Otherwise these may distract you and cause an accident
- Check that communication equipment is available and working, for example, radios or phones are fully charged
- Know who to contact in the event of an incident or emergency
- Protect your cell phone which may contain personal information such as your home telephone number

### Personal Protective Equipment (PPE)

- Clothing such as hi-vis vests
- Equipment such as torches, road cones
- Gloves in the event of providing First Aid

PPE can affect health and safety by:

- Not using PPE or not using it properly, can put you or others at risk. For

example not wearing a hi- viz vest will put you at risk of not being seen when working on or near roads

- Using PPE incorrectly can put you or others at risk

Actions to minimise the risks of PPE to health and safety:

- Always wear the PPE provided by your patrol or the Police
- Always ensure you are using the correct PPE for the situation
- Reporting and recording incorrect PPE
- If the PPE does not fit properly or work correctly

How can the availability of resources and equipment affect health and safety?

- No batteries being available for your torch
- No vehicle being available
- No safety cones or barriers being available to isolate an accident or hazard
- Having other patrollers absent, for example being sick, which means tasks may need to be done with fewer Patrollers. Patrols must not proceed without a minimum of two Patrollers.

Actions to minimise the risks of resources and equipment to health and safety

- Reporting when you use the last of something so that replacements can be ordered
- Having an alternative plan of action, for example, if you don't have a particular piece of equipment, such as a safety cone, use a plastic bin instead

### 3. Environmental Factors

This section looks at environmental factors that can affect you and the health and safety of

other patrollers. Environmental factors are those things that are around you as you work. They include noise, machinery, weather or traffic.

Environmental factors include;

- Heights
- Heavy moving equipment
- Moving plant and machinery
- Toxic substances
- Electricity
- Slip and trip hazards
- Exposure to noise
- Exposure to weather
- Proximity of traffic
- Construction zones
- Chemical fumes
- Infectious substances

#### Exposure To Noise

Noise can come from a wide variety of sources, such as crowds and machinery. Being exposed to noise can affect health and safety by:

- Making it harder for you to concentrate
- Making it harder to hear sounds around you, such as unusual noises
- Making it more difficult to communicate because people cannot hear what you are saying and you may not be able to hear what they are saying to you
- Making you tired and stressed
- If prolonged - having a negative impact on your hearing

Actions to minimise the risk of exposure to noise:

- Using PPE, such as earplugs or earmuffs
- Reducing the noise as much as possible, for example, moving to a different area
- Using your eyes to pay attention to what is going on around you. Be more

visually alert rather than relying on your hearing

## **Exposure To Adverse Weather Conditions**

### **Exposure to the sun**

Working outside in the sun can expose you to risks that may affect your health and safety. It can:

- Cause you to become sunburnt
- Cause heat exhaustion or heat stroke
- Make it more difficult to see
- Cause headaches or fatigue

Actions to minimise the risk of exposure to the sun:

- Keep yourself covered
- Drink lots of water
- Use sunscreen
- Wear a sunhat and sunglasses where allowed
- Take regular breaks

### **Exposure To Working In The Rain/Hail**

Working outside in the rain can expose you to risks that may affect your health and safety. It can:

- Cause you to become wet and uncomfortable
- Cause you to get cold
- Make it more difficult to see and be seen

Actions to minimise the risk of exposure to the rain:

- Keep yourself covered with a hi-vis hooded waterproof jacket (PPE)
- Have appropriate footwear
- Take cover under a solid object should a hail storm occur

- Take regular breaks

### **Exposure To Working In Freezing Conditions (Snow/Ice)**

Working outside in freezing conditions can expose you to risks that may affect your health and safety. It can:

- Cause you to become hypothermic (worst case)
- Make you more prone to catching a cold, influenza or pneumonia
- Make it more difficult to see and be seen
- Create a slip hazard as the ground becomes icy and slippery

Actions to minimise the risk of exposure to the freezing conditions:

- Keep yourself warm including gloves and a hat/ beanie (PPE)
- Keep up your intake of hot drinks and hot food if there for a long time
- Take care when getting out of vehicle if ground is icy
- Take regular breaks

### **Exposure To Working In The Wind**

Working outside in the wind can expose you to risks that may affect your health and safety. It can:

- Cause you to become knocked off your feet
- Cause debris to hit you or your patrol vehicle
- Make it more difficult to see (dust or debris in your eyes)
- Cause wind burn on exposed skin areas

Actions to minimise the risk of exposure to the wind:

- Keep yourself covered with appropriate PPE
- Ensure vehicle is parked safely away from trees and powerlines that could get blown over or fall
- Take regular breaks

### **Exposure To Working In Flooding**

Working outside in flooding situations can expose you to risks that may affect your health and safety. It can:

- Cause you to become trapped by rising floodwaters
- Cause drowning (worst case)
- Cause you to come into contact with contaminated water

Actions to minimise the risk of exposure to flooding situations:

- Do not enter flooded waterways
- Ensure vehicle is parked safely away from flooding areas
- Ensure Comms know where you are

**IF IN DOUBT KEEP OUT!**

### **Proximity Of Traffic**

Proximity of traffic is how close you or your vehicle is to traffic. You may be working in an area where there are busy roads or lots of vehicles, such as car parks at venues or you may be assisting Police at an accident scene. Proximity to traffic can affect health and safety by:

- Being hit by a car
- Being noisy, which can affect your concentration or cause headaches
- Creating dust
- Creating fumes
- Affecting your vision at night from the headlights

Actions to minimise the risks of proximity to traffic:

- Wearing a hi-vis jacket to enhance your visibility day and night
- Using torches so you can see vehicles
- Anticipating problems that may occur
- Being alert and aware of your surroundings
- Being aware of traffic behaviour and vehicle movements such as:

- Speed limits
- Traffic flow
- Queues
- Entry and exits to car parks
- Congestion points
- Blind spots

### **Infectious Substances**

Infectious substances contain bacteria or viruses that can cause you to become sick.

Infectious substances can come from:

- Used needles
- Bodily fluids such as blood, vomit, faeces and saliva
- People who are sick around you, such as people coughing and sneezing in an enclosed space

Infectious substances affect health and safety by transmitting disease to you.

Actions to minimise the risks from infectious substances:

- Using PPE, such as gloves and masks where appropriate
- Practicing personal hygiene, such as washing your hands, using hand sanitizing gel, covering your nose when coughing and sneezing
- Keeping your immunizations up to date, such as tetanus and influenza
- Being aware of potential risks and taking precautions, for example, not picking up used needles with your bare hands

### **Heights**

Heights can pose risks of falls and serious injuries. You may also experience vertigo or feelings of dizziness that may make you at risk of falling.

Actions to minimise the risks of heights:

- Using stair rails and handrails
- Being careful when at heights and paying attention to what you are doing
- Avoiding heights if you know that they cause you to become dizzy (vertigo)

### **Moving Plant And Machinery**

Moving plant is machinery that moves. It includes forklifts, cranes and trucks and machinery with moving parts. Machinery includes the equipment that is being used.

How can moving plant and machinery affect health and safety?

- By putting you at risk of being hit by a moving vehicle
- By causing an injury from being trapped or crushed in the moving parts of a machine
- By causing burns from hot machine parts
- By causing cuts from sharp machine parts

Actions to minimise the risks from moving plant and machinery:

- Using PPE appropriately
- Be alert and aware of your surroundings
- Follow site and your Police station's procedures
- Read and follow safety signs
- Be familiar with the site and know the potential hazards

### **Electricity**

The human body conducts electricity and electrical currents. Electricity can be very dangerous to the human body and causes injury in three ways:

- Cardiac arrest due to the effect of the electricity on the heart

- Muscle, nerve, tissue and organ damage from the electrical current passing through the body
- Burns from contact with the electrical source

Electricity can affect health and safety through:

- Electric shock (this is when an electric current passes through the human body)
- Electrocutation (death from electricity)
- Electrical burns

Actions to minimise the risks from electricity include:

- Not touching electrical cables or sockets where there is a potential for an electric shock
- Being alert to signs of live electricity or electrical hazards, such as sparking sockets, cables, overloaded plugs or frayed cords
- Reporting electrical hazards and not trying to fix them yourself
- Following all organisational procedures regarding electrical faults
- Staying away from fallen or damaged power poles and lines

### **Toxic Substances**

Toxic substances are substances that can cause you to be harmed or to become unwell. Examples of toxic substances are chemicals, acids, poisons and metals such as mercury.

Toxic substances can affect health and safety by:

- Causing chemical burns
- Causing breathing difficulties
- Causing splash injuries to the eyes or face
- Causing skin irritations

- Causing chronic illness

Actions to minimise the risks from toxic substances:

- Using appropriate PPE, such as gloves or a mask
- Keeping yourself and members of the public away from toxic substances
- Reading labels and signs to identify substances that are toxic
- Identifying hazards such as damaged containers
- Knowing the location you are working at and where any toxic substances may be located
- Knowing the contents of Material Safety Data Sheets to understand correct storage and handling procedures and first aid instructions
- Following organisational procedures

### Slip And Trip Hazards

Slip and trip hazards are those hazards that could cause you to fall and be injured. Examples include:

- Liquid on the floor
- Uneven ground
- Cables
- Materials, such as rubbish, and other materials left on the ground

These hazards can affect health and safety by:

- Causing you to fall and become injured
- Causing others to fall and become injured

Actions to minimise the risks from slip and trip hazards:

- Removing hazards, such as wiping up spilt liquid, moving rubbish or equipment
- Minimizing hazards, such as putting up barriers, cones, or 'wet floor' signs

- Being familiar with the site where you are working and any slip or trip hazards
- Being alert as you move around the site
- Reading daily reports and hazard registers so that you are familiar with slip or trip hazards

### 4. Other People

This section looks at the risks to your health and safety from other people. It is important that you can recognise potential risks to both yours and other Patroller's health and safety. Other people who may put health and safety at risk include:

- Drivers - people who drive dangerously or are intoxicated
- Criminals - people that have committed an offence or a crime
- Non-compliant people
- People involved in confrontational situations

Other people can affect health and safety by:

- Threatening your personal safety
- Being verbally abusive
- Putting you at risk of personal injury through physical violence, for example, punching or using a weapon
- Putting you at risk of death

How you manage other people and confrontational situations can also put the safety of other Patrollers at risk. For example, failing to identify the risk and or de-escalate the situation may lead to another Patroller being hurt or injured.

Actions to minimise the risks from other people:

- Assessing the situation
- Requesting back up or contacting the Police
- Ensuring your safety first

- Remaining calm and not escalating the situation
- Giving clear and direct instructions
- Using your active listening skills
- Not touching people
- Moving away from the person