

# WELCOME TO ANIMAL CARE'S



# HEALTH & SAFETY INDUCTION<sub>1</sub>

HAVE YOU FILLED IN A VOLUNTEER FORM?  
IF NOT PLEASE DOWNLOAD IT OFF THE  
VOLUNTEERING PAGE AND FILL IN BEFORE  
MOVING TO THIS STAGE.

VOLUNTEERS HELP US TO HELP THE  
ANIMALS, BUT WE WANT TO ENSURE THAT  
YOU AND THE ANIMALS ARE SAFE WHILST  
CARRYING OUT YOUR VOLUNTEER DUTIES  
BY FOLLOWING THESE GUIDELINES.

# PROTECTING YOU FROM ILLNESS

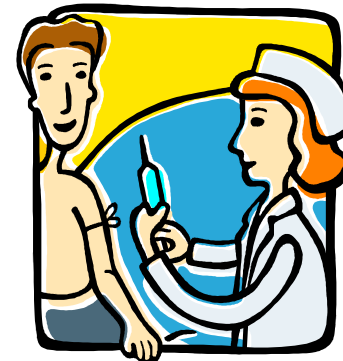
**HYGIENE** - Please wash your hands with Mediscrub before and after handling animals on site, especially if you move from one animal area to another. Hand washing facilities are in the Reception Toilet.

**Alternatively you could use Trigel.**

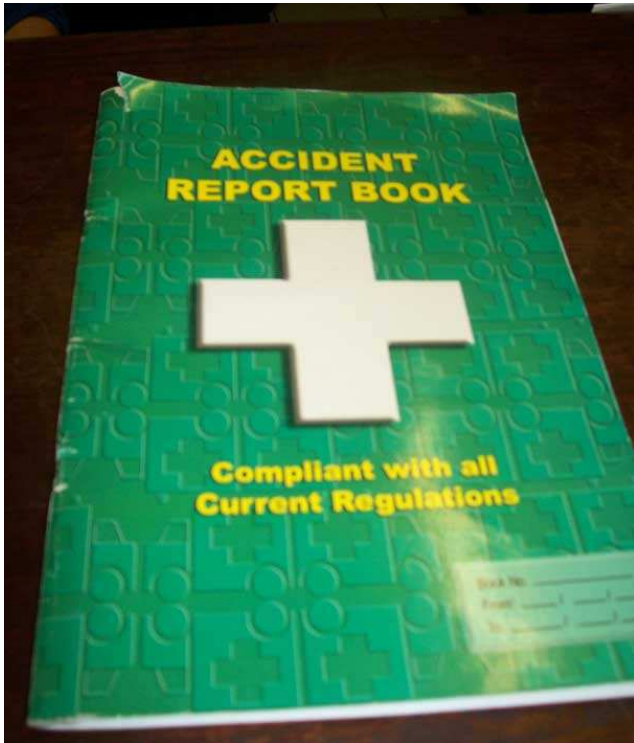
**TRIGEL** is available in a 50 ml clip-on hand dispenser for use as a rapid acting hand disinfectant whilst protecting the skin from dryness. It is recommended that this is used whenever handling animals or moving between animal areas. These are available in Reception for £2.25 per bottle, which we can refill for £1.00.



**TETANUS** – We **recommend** that anyone working with the animals or on the land ensures that their Tetanus Injection is up to date. If you haven't had one before, inform your Doctor that you will be working with animals.



# ACCIDENTS



If you have an accident and injure yourself you must report to Reception where they will give you First Aid.



All accidents must be entered into the Accident Report Book **and signed by an authorised member of staff.**



# FIRE SAFETY



## FIRE ASSEMBLY POINT:-

This is situated opposite the Reception Door, on the Car Park near the Disabled Parking Space

### If you discover a Fire:

Raise the alarm by informing a member of staff.

Quickly and calmly make your way to the Fire Assembly Point



Once you have left a building you must **NEVER** go back into it OR to try to tackle the fire.

# MANUAL HANDLING

Do not lift anything, including animals. Please ask a Staff Member. We have various trolleys on site which they can use to move items.



# SMOKING

You are only allowed to smoke at the back of the cattery in the designated smoking area.

If you are found to be smoking anywhere else on the site, you will be asked to leave.

# SIGNING IN & OUT



When you do your Volunteer Work, we ask that you Sign In and Out so that we know who is on site in an emergency.

We have a Computer in Reception to enable you to do this so you must be a registered volunteer to be able to help. A member of staff will assist you if you are not computer literate.

Anyone under the influence of alcohol or drugs will immediately be requested to leave the site.



# LEGAL STUFF



## INSURANCE

We are insured for Public Liability should you injure yourself whilst you are helping us on site. However, we do not carry insurance for your personal belongings.

## DATA PROTECTION

Please do not give private information of previous animal owners, current animal owners, staff or volunteers to third parties. Animal Care will only disclose private information in an emergency. Please do not give out information on animals in Maternity or Isolation (Kittens and Puppies).

## INSTRUCTIONS

Always follow written and verbal instructions and signs. If you haven't understood an instruction, please ask a member of staff. We require everyone on site to understand instructions.

## UNDER 18's

Anyone **under 18 MUST** be accompanied by a responsible adult over the age of 18 at all times. Please inform a member of staff if you see a child under 18 on site on their own

# METHOD STATEMENTS

Everywhere you volunteer on site you will find a Method Statement which will explain how to do a particular task, step by step and what Protective Equipment should be used to carry out that task (gloves, dog walking vests, goggles, etc.) most of which we will provide.

# RISK ASSESSMENTS

Everywhere you volunteer on site you will find a Risk Assessment alongside the Method Statement which will explain the risks involved in carrying out the task to ensure that you take care and minimise the likelihood of injuring or making yourself ill (wash hands, have a tetanus injection, etc.)

**Do not** mix chemicals or use any items to clean up. Please get a member of staff to assist you.

# CLOTHING

Always wear old, warm clothing and comfortable flat footwear.



Do not wear excessive amounts of jewellery



Clothes and jewellery may get pulled, dirty or damaged by the animals or whilst working around the site and Animal Care cannot be held liable for their replacement

# VOLUNTEER WELFARE

## BREWING UP FACILITIES



We have a Volunteer Brew Room where bottled water, tea, coffee, sugar and milk is provided, free of charge, to enable you to recharge your batteries after volunteering for us.

We request that this facility is kept **CLEAN** and **TIDY** and that you wash any pots used.

## TOILET FACILITIES



There is a disabled toilet in the Reception Area which is available for the use of all Volunteers and Visitors to the site.

# ANIMALS - GENERALLY

1. If a member of the public asks you a question about an animal you are handling, please direct them to a member of Staff for more information about it.
2. Always make sure you securely close any doors or gates you go through on entry and exit.
3. Do not enter any area, room, pen, kennel, etc., that has **“DO NOT ENTER”** or **“STAFF ONLY”**
4. Do not stare at an animal or approach it quickly. You should slowly and calmly approach the animal and, if in doubt, do not move closer, just turn around and leave the area. The animals cannot run away from you so, if they feel scared they will use their voice, body, claws, etc., to tell you to leave them alone. So, please always show respect and never force an animal to do anything.
5. Never put your face anywhere near and animal, and ensure that no child in your care is left alone with an animal or acts in an unacceptable manner around any animal.



1. If you open a cage, kennel or pen, please ensure that all locks, bolts, etc., are secured properly so that an animal cannot escape.

2. Do not go into the Farm Animal Areas



# CATS

1. You will need to get a key from Reception if you wish to visit the Cats in the Cattery. You must not give the key to anyone else or let anyone else into the pen.
2. This key will fit all the doors and we ask that you take care when opening and closing the doors to minimise the risk of a Cat escaping. If one of the corridor doors is open, please wait until it is closed before unlocking a pen door.
3. Always lock each door when the visit is completed.
4. Approach the cat slowly, it is always better if the cat comes to you.
5. If you feel a little unsure about actually stroking a cat, use a brush first.
6. Please don't forget any feral cats we may have as they need to learn that humans are okay. Just be patient and let them come to you.



7. The cat will appreciate a bit of play with one of the toys in it's pen, not forgetting a cuddle and stroke.



# KITTENS



1. Visiting the kittens in Maternity is at the discretion of the Staff.
2. You must not inform anyone of the kittens until they are ready for rehoming when they are 8 weeks old and they have been moved into the Main Cattery. This is to avoid visitors who want to adopt a kitten getting disappointed.

# DOG WALKING



Before you even get a dog out to walk you need to be prepared:-

1. You will need a **poo bag** or two. These are available on the Reception Counter

2. You will have to wear an **Animal Care fluorescent Vest or Strip** and dogs wear fluorescent coats unless it is **sunny**. The vests and strips are located near the corridor into the dogs and the coats are presently in reception but will be with the vests and strips soon.





3. A member of Staff will get a dog out of its kennel for you until you feel confident in doing it yourself when a member of Staff will show you what to do.
  4. **Never** take a dog out that has a **Red Lock** on the kennel door. These are to be taken out by Staff Only. And 'See Staff First' dogs must not be taken without checking with a staff member first.
  5. If a dog growls or barks at you when you are in its kennel, turn slowly and leave the kennel. Do not scream, wave your hands about or approach the dog. Under no circumstances should you stare at the dog.
  6. Each dog is chosen via the computer system and you will receive instruction on using this when you undertake the induction.
  7. All dog need to be out for at least 20 mins as it may be the only time they get to go out that day.
  8. You can go in the paddock, walk them or a bit of both.
  9. We require some dogs to wear a halti or harness and you must ask a staff member for the correct one and also how to use it before you first walk that particular dog.
- Under NO circumstances take out dog's who's kennels state 'STAFF ONLY' or 'SEE STAFF FIRST'



8. Please do not grab a dog by its collar, or try to force it from its inner kennel to its outer kennel.



9. Make sure you firmly clip the lead onto the lead ring on the collar.



10. If you are walking a dog with your children, **always check** with Staff that the dog is child friendly.

11. Under 18's must not be in charge of a dog at any time. Clip two leads onto one dog so adult and child can each have one to hold.

# DOG WALKING RULES

1. Never use an extender lead when walking a dog.
2. Always use a suitable lead and do not wrap it round your hand.
3. All dogs must be walked on the set route as shown on the Method Statement.(given at the induction)
4. Always keep dogs away from each other both when leaving and returning to the kennels and whilst out and about.
5. Don't let the dogs go onto private land\gardens.
6. Don't let strangers stroke our dogs but be polite and ex...



6. The person in charge of a dog when walking off site should walk towards the traffic, as per the High Way Code, and anyone walking with them should walk behind if any cars come towards them. The dog should be on the inside, nearest to the grass.
7. Do not let a dog jump up at anyone and, if required, ask a member of Staff to fit and show you how to use a halti, harness or other training aid.
8. Carry poo bags, pick up poo, and put in Blue Wheelie Bin on your return to the Animal Care.(near the end of the cattery)



# PADDOCK EXERCISE

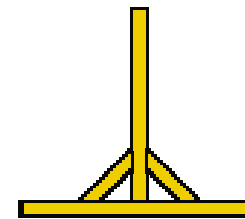
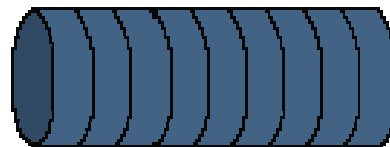
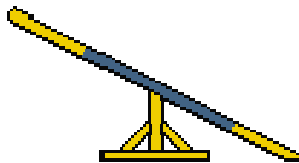


The Paddock is the only area that a dog can be let off its lead.

Do not enter the Paddock or open the gate if someone is already in there.

Please be carefully under foot, as the Paddock is uneven.

**Do not** encourage pups, old dogs or overweight dogs on the Agility Course.



# THANK YOU

Thank you for taking the time to watch this Health & Safety Induction Presentation.

Animal Care is open to Volunteers initially between 11 am – 3 pm

Make sure you return your completed pink Health & Safety Induction Form & Quiz sheet so we can process your request.

Please feel free to watch the Presentation again or ask a member of Staff any questions you may have.

We look forward to you joining our Team.

You will now be given a multi-choice quiz to complete.

# HEALTH & SAFETY QUIZ

Please complete the quiz below by ticking the answer you think is correct.

NAME.....DATE.....

PLEASE ENSURE THIS QUIZ IS GIVEN IN WITH THE COMPLETED HEALTH & SAFETY INDUCTION FORM & VOLUNTEER FORM

Why should you wash your hands when moving between animal areas?	WRITE THE CORRECT NUMBER IN THIS COLUMN
1. To smell nice 2. To reduce the risk of spreading bacterial infections to both me and the animals. 3. To keep the animals happy	
<b>Should you Report an Accident?</b> 1. Yes, every time 2. Only if there is lots of blood 3. Only if I have seriously injured myself	
<b>Where is the fire assembly point?</b> 1. In the dog paddock 2. Behind the cattery 3. Opposite Reception door on the car park	
<b>Should you lift heavy objects?</b> 1. Yes, if I am strong enough 2. Depends if someone is helping me 3. No, I should ask a member of Staff	
<b>Where can you smoke on site?</b> 1. Nowhere 2. At the back of the cattery in the designated area 3. Anywhere outside	

Continued on next slide

NAME.....DATE.....

<p>Why should you sign in and out when Volunteering?</p> <ol style="list-style-type: none"> <li>1.To ensure everyone is accounted for in an emergency</li> <li>2.Because I have been told to</li> <li>3.Don't really know</li> </ol>	
<p>Why should you follow instructions?</p> <ol style="list-style-type: none"> <li>1. To keep me safe whilst volunteering</li> <li>2. Because they think I have nothing better to do</li> <li>3. Because you should</li> </ol>	
<p>How old do you have to be before you can volunteer unaccompanied by an adult?</p> <p>1. 13      2. 16      3. 18</p>	
<p>What is a Method Statement?</p> <ol style="list-style-type: none"> <li>1. A recipe</li> <li>2. A step by step procedure of how to do a task</li> <li>3. A Health &amp; Safety requirement</li> </ol>	
<p>What is a Risk Assessment for?</p> <ol style="list-style-type: none"> <li>1. To alert me of any risks \ hazards in carrying out a task</li> <li>2. A Health &amp; Safety requirement</li> <li>3. A procedure to carry out the task</li> </ol>	
<p>If an animal is showing aggression you should?</p> <ol style="list-style-type: none"> <li>1. Talk to it in a soothing manner to calm it down</li> <li>2. Calmly leave the area with minimum body movement</li> <li>3. Be assertive with it</li> </ol>	

Continued on next slide

NAME.....DATE.....

Why should you wear a fluorescent vest\strip when dog walking? 1. To make me visible to oncoming traffic to minimise injury 2. To advertise Animal Care 3. To help find the dog a new home	
Where can you let a dog off the lead? 1. Anywhere on site 2. In the Dog Paddock 3. On any country lanes off site	
Why should you ensure that doors and cages are secure? 1. To keep the animal safe and from escaping 2. Because I have been told to 3. It is a legal health & safety requirement	

I have read the powerpoint information before this quiz and understand the points made and agree to follow them at all times whilst onsite.

Signed:

Print name:

**Please now download the health and safety induction form (available via the website or from the centre), fill it in and return along with your completed quiz sheet (print the 3 slides the quiz sheet is on from the presentation)**

**Checklist:**

**Return yellow volunteer form**

**Return health and safety form**

**Return quiz**

**Attend induction (as per information on the website)**

**GET ON WITH THE GOOD STUFF!!!!**