



# INSTRUCTIONS TO VOLUNTEERS

## **TIME BOOK**

Volunteers are required to sign a time book at the commencement and completion of their shifts to record their hours of work and to register their presence on NAR's premises for issues of insurance and safety.

## **RSPCA**

The RSPCA has a property that bounds onto the property of NAR and from time to time there will be animals on the RSPCA property that have been confiscated by RSPCA under its powers. Such animals may at times be suffering from severe acts of cruelty and neglect and will appear to be very poorly treated. These animals will be under the direct care of veterinarians appointed by the RSPCA which may include strict diets that will allow them to be safely rehabilitated. Volunteers shall at no time offer food or treatment to such animals as this may jeopardize the welfare of the animals. If a volunteer has concerns about the welfare of any such animal, they are to raise those concerns with a member of the Executive or their shift supervisor, who in turn shall notify a member of the Executive. The Executive will then address the matter as appropriate with the RSPCA. At no time shall a volunteer make direct contact with the RSPCA on the matter.

## **SHIFT ATTENDANCE**

Volunteers working on shift are members of a team, which is dependent on the cooperation of all members to get the work done.

Volunteers are to roster for specific shifts and shall be required to attend for the whole shift period. It is accepted that there will be occasions where volunteers cannot attend a shift or for the whole of a shift, but at such times the Volunteer shall ensure that their supervisor is given as much notice as possible of any variation to shift hours. Unless it is an emergency, a minimum of 48 hours notice is required to allow alternative arrangements to be made.

Volunteers who persistently fail to show without good reason, who consistently arrive late or leave before the end of the allotted shift end, when there is work to be done, or who do not carry their share of the work on shift, may be asked to leave.

## **IDENTIFICATION OF PROBLEMS**

NAR is a voluntary organization and is heavily dependent on its members and volunteers maintaining a watchful eye for problems that need to be addressed. If a volunteer becomes aware of a problem in relation to issues of animal care, safety of people, security or property, they are to report such problems immediately to their shift supervisor, who shall ensure that the appropriate persons are alerted to the problem.

## **CLEANLINESS OF CLINIC, ANIMAL HOUSING AND PROPERTY**

A high level of hygiene is essential for the welfare of both people working at NAR and animals under the care of NAR. NAR is totally dependent on donations and from time to time business and industry people are brought to NAR to encourage them to donate to the work of NAR. It is important that NAR property is kept in a presentable state at all times. Volunteers are required to ensure that the clinic and feed preparation areas, housing for animals, feed storage areas and property in general are kept in a clean and presentable state. It is essential the each shift leaves the facilities clean for the following shift.

Animal feeds are to be properly stored in their designated containers to prevent damage from rodents and to minimise the build up of rodents, which increases the health risks for volunteers working at NAR and increases the level of unpleasant odour. Bags of feed delivered to NAR are not to be left lying around but are to be emptied into the appropriate storage containers. All containers are to be properly sealed at the end of each shift.

## **SMOKING**

Volunteers are encouraged to not smoke while at NAR. If you must smoke while at NAR, you must do so in an area designated for smoking. NAR is surrounded by flammable natural bush and fire is a constant risk. Anyone found smoking outside of a designated area, may be asked to leave. Cigarette butts are to be fully extinguished and properly disposed of in a sealed rubbish bin for the protection of non-captive birds at NAR which may otherwise digest them. Under no circumstances are butts to be thrown on the ground.

## **CLOTHING**

For their own safety volunteers are required to wear closed footwear while working on their shift. Volunteers who are not wearing appropriate footwear shall be asked by their Supervisor to leave until they have the appropriate footwear. Volunteers are strongly encouraged to wear long pants or slacks which are loose fitting at the ankles, while working at NAR. Especially during the warmer months, snakes can be plentiful

## **FOOD AND PERSONAL HYGIENE**

For your own health, food is not to be eaten in the clinic or animal housing areas. Food is to be consumed in appropriate outside areas or in the administration building. Some of the diseases of animals cared for at NAR are transmissible to humans. It is essential therefore that you wear gloves when working with the animals, that you wash your hands before eating food and that you wash your hands before leaving at the end of your shift.

## **WASTAGE OF FEED**

There is a strong temptation for volunteers to over feed animals being cared for at NAR to ensure that the animals do not go hungry. This is not only potentially harmful to the animals, but is also wastes the very precious and limiting financial resources of NAR. It is essential that the amount of food that is put out for animals is measured according to the number of animals to be fed. If you become aware that you are throwing a lot of food out from the previous shift because it has not been consumed,

it must be brought to the attention of the Supervisor so that changes in feed practice can be implemented.

### **FEEDING OF NON CAPTIVE ANIMALS AT NAR**

There are many animals that have made the NAR premises their native home, either because of the lake, or because they have been released on the property. **Such animals are not to be fed.** To do so can place the welfare of such animals in jeopardy.

### **TELEPHONE**

The telephone is an expensive but essential part of NAR's operations. To control telephone costs, such facilities at NAR are not to be used by volunteers without authorisation. Volunteers should only use the telephone for important issues and must at all times seek the permission of the Supervisor or member of Executive, before using the telephone for either private or NAR purposes.