

Welcome to *My Life's*



Animal Care Health & Safety Induction

Have you filled in a volunteer form? If not please visit the 'Volunteers' section of our website 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 yourself from illness

Hygiene - please wash your hands with hand sanitiser before and after handling animals on site, especially if you move from one animal area to another. Hand washing facilities are located on the outside of some of the hubs and in the toilets.

We also recommend that **anyone** working with animals ensures that they have had a recent Tetanus Injection. 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.



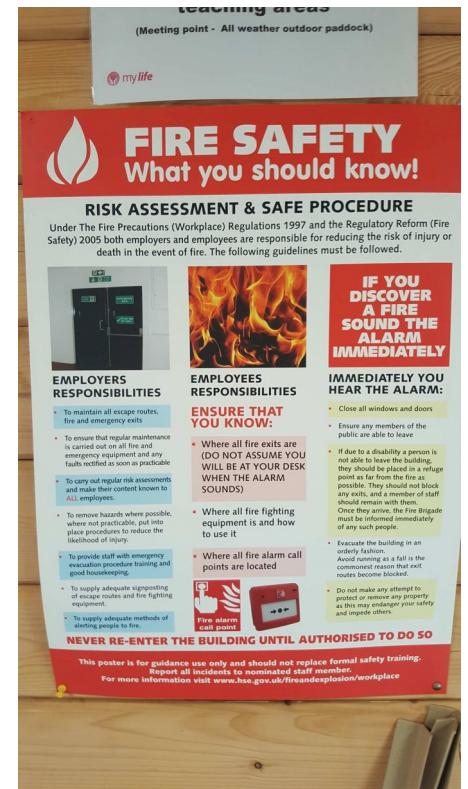
Fire Safety

Fire assembly point:- this is located in the disabled parking spaces at the front of reception.

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 try to tackle the fire.



Manual Handling

Do not lift anything heavy, 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 in the area at the top of the car park near the Equestrian Centre.

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



Signing in & out

When you arrive at My Life, we ask that you sign in and out so that we know who is on site in an emergency.

We have a sign in book in reception that will soon be replaced with an electronic sign in system. A member of staff will assist you with the sign in process if you are struggling.

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. My Life will only disclose private information in an emergency.

Instructions

Always follow written and verbal instructions and signs. If you haven't understood an instruction, please ask a member of staff. UNDER 18's Anyone under 18 MUST be accompanied by a responsible adult over the age of 18 at all times.

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



VOLUNTEER WELFARE

Having a brew

We have a tea and coffee station inside the main office kitchen, there are also a number of hot water urns around the site for your use. Tea, coffee, sugar and milk is provided free of charge, to enable you to recharge your batteries after volunteering for us.

We do request that you tidy up after yourself and help us keep a clean and tidy workplace.

Toilet Facilities

The toilet block is located at the side of reception and has male, female and disabled toilet facilities

ANIMALS –GENERAL

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 an animal, and ensure that no child in your care is left alone with an animal or acts in an unacceptable manner around any animal.

ANIMALS –GENERAL

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



DOG WALKING

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

1. You will need a poo bag or two. These are available in the doggy day care hub.
2. 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.
3. 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.
4. Please do not grab a dog by its collar, or try to force it in or out of a kennel.
5. Make sure you firmly clip the lead on the lead ring on the collar or harness.
6. If you are walking a dog with children, always check with staff that the dog is child friendly.
7. Under 18's must not be in charge of a dog at any time. Clip two leads onto one dog so an adult and child can each have one to hold

DOG WALKING RULES

1. Always use a suitable lead and do not wrap it round your hand.
2. Don't let the dogs go onto private land\gardens.
3. 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.
4. 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.
5. Carry poo bags, pick up poo, and put in big bins on your return to My Life

THANK YOU

Thank you for taking the time to read through this information pack. You are now ready to get on with the good stuff! We look forward to seeing you around the site here at My Life!