



Volunteering Manual – Volume 1



Volume 1 - Common Manual

MISSION STATEMENT

Brinsley Animal Rescue's mission is to relieve the suffering of all animals. We are a charity dedicated to rescuing, treating, rehabilitating and caring for all animals and to training and educating people on the welfare of animals.

We rescue wildlife, birds, pets and farm animals from injury, sickness, abandonment, cruelty, hardship and neglect.

We ensure that animals that come into our care live out their natural lives in the optimum physical and psychological comfort.

Our aim is to ensure that wild animals are released back into the wild into a safe environment and that pets and farm animals are fully assessed, treated and rehomed into life-long loving homes wherever possible, but always overseeing their care. Where we cannot rehome animals the Charity will provide sanctuary and care throughout their natural life.

We never destroy an animal except when it is in the animals' best interest.

WELCOME

Dear volunteer,

Welcome to Brinsley Animal Rescue, we are delighted that you have chosen to volunteer your time with us, we understand that your time is very precious, and we are pleased that you are willing to spend some of it with us helping animals. Each and every day from early until late, our charity depends on volunteers like you, to ensure that we operate efficiently and successfully, saving animals lives and reducing suffering.

The charity is reliant on volunteers for every aspect of running the sanctuary, from the day-to-day care of the animals, to fund raising, administration of the charity, to carrying out home checks for prospective new homes and much more.

We want every volunteer to contribute as much as they can, but also to also enjoy themselves and most important, to not put themselves, anyone else or animals at any unnecessary risk. Therefore, it is important that all volunteers receive a basic level of training and an introduction to the charity and its activities, before they can start volunteering.

The Volunteer Handbooks provide answers to many of the questions you may have about volunteering with us. It covers our policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Manuals and for familiarising yourself and adhering to our policies and procedures. If anything is unclear, please discuss the matter with a trustee.

Again, on behalf of everyone here at Brinsley Animal Rescue, we welcome you.

Sincerely,

Jon, Beth, Amanda and Dave,

Trustees of Brinsley Animal Rescue

1. **INTRODUCTION**

For volunteering with the Charity, there are a series of volunteer handbooks, some mandatory and valid to all volunteers with others tailored to specific volunteering roles, these are designed to help volunteers with the induction process providing a summary of how we operate, our rules and policies. These handbooks are as follows;

Handbook 1 - Common Manual

Handbook 2 - Sanctuary Manual

Handbook 3 - Wildlife Hospital Manual

Handbook 4 - Wildlife Rehabilitators Manual

Handbook 5 - Cat Fosters Manual

Please read this manual and any associated manuals for your volunteering role, to ensure that you understand the basics for volunteering. These have been developed to ensure your health and safety and to help us manage you during your volunteering and to reduce risks to yourselves, others, and the animals in our care.

On the induction day you will be asked questions based on the manuals, this is to ensure you have read and understood the requirements. If you have any concerns or questions, please either contact us before the induction day or ask us on the day.

2. **VOLUNTEERING ROLES**

There are many volunteer tasks required to operate the charity, volunteer Role descriptions are available on request which provide more details for each role.

2.1 **Sanctuary Volunteer**

The main task to complete each and every day early in the morning, there are dozens of cages to clean out and over a hundred animals to feed, water and check over. This includes wildlife, small pets, chickens as well as the large farm animals.

There are stables to muck out, fields containing horses, cattle, pigs and goats to poo pick.

Once the essential cleaning and feeding is complete, we like to spend time with our animals to enrich their lives, assess their personalities to prepare them for re-homing and to tame them.

2.2 Wildlife Hospital Volunteer

There is an extra layer of training for those that want to volunteer in the hospital. Daily tasks include cleaning out cages, assessing and monitoring animals, feeding, record keeping and administering medication. Due to the intense one on one training, we do not take on new volunteers straight into the hospital, volunteers need to prove themselves to be regular and reliable.

2.1 Wildlife Rehabilitator Volunteer

Particularly at springtime, we get inundated with baby animals, experienced help in this area is always welcomed. To care for wildlife though you need to be experienced. We can offer this training, however this takes a lot of our time and therefore we will only offer this training to volunteers who have become regular and reliable.

2.2 Cat Fosterer

All animals with the exception of cats are kept at the sanctuary. Cats are kept and looked after by volunteer cat fosterers. These fosters take care of any cat in the charities care as though they were their own, however they are all advertised looking for permanent homes. The Charity pays for the treatment food for cats in foster care.

2.3 Divers

We often need drivers to either help collect animals or often in an emergency, collect wild animals and take to the vets or bring to the sanctuary hospital.

3. MEET THE TEAM

The charity has four Trustees, Jon & Beth own the land that the charity operates from and are the founders of the Charity. The Trustees are legally responsible for the management of the charity.



Jon Beresford
Co-founder



Beth Hewis
Co-Founder



**Amanda
Richardson**



Dave Otieno

4. ABOUT US

4.1 Our History

Brinsley Animal Rescue is a Registered Charity No. 135508, run for animals by volunteers and was founded by Jon Beresford and partner Bethan Hewis, The Charity is run on vegan values, therefore we do not believe in exploiting animals for food, profit or entertainment.

We do not employ staff and our premises, land, buildings and utilities are donated by Jon and Beth to the Charity free of charge. Therefore, all of the money raised for the Charity goes directly into helping animals by paying for food, bedding, treatment, equipment and vets bills. We take no money out of the Charity to pay for salaries or rent. We need to raise around £100,000 every year to pay the Charity bills.

The Charity has steadily grown each year, in 2016 we took over responsibility for Hope Dartmoor Pony Rescue when it closed and in 2019, we took over responsibility for Animal Accident Rescue Unit when the charity was dissolved.

4.2 Our Aims

The Charity rescues pets, wild animals and farm animals, our aim is to re-home pets and farm animals into life-long homes and release wild animals back into the wild. Where we cannot re-home pets and farm animals, we provide them with permanent sanctuary. It's our policy that we never euthanase a healthy animal.

4.3 Contact Details

Name	Role	Contact
Jon Beresford & Beth Hewis	Trustees	info@brinsleyanimalrescue.org 01773 712999
Amanda Richardson	Trustee	amandalouiserichardson@yahoo.co.uk
Dave Otieno	Trustee	of.many.devices@protonmail.com

5. THE SANCTUARY

5.1 Main Site

At the main site off Hobsic Close, there is 4 acres of land is this is where most of the activity is. Located here is the volunteer room wildlife hospital and stable block.



5.2 Stable Block

Our stable block comprises of 7 stables a feed store and workshop.



5.3 Volunteer Room

Toilets and washing facilities are provided in the volunteers area for your use.

No muddy boots please!

Please help yourself to drinks provided, you can store any food you bring in the fridge, (Vegan food only)

Please clear up after use.

Always wash your hands before eating or drinking



KEEP THE VOLUNTEER AREA CLEAN & TIDY

5.4 Brinsley Hill

About a mile from the main sanctuary on land we have off Brinsley Hill, here we have a 6 and a 12-acre field with a hay barn, cow shed and compost heap.



Cow shed and hay barn.

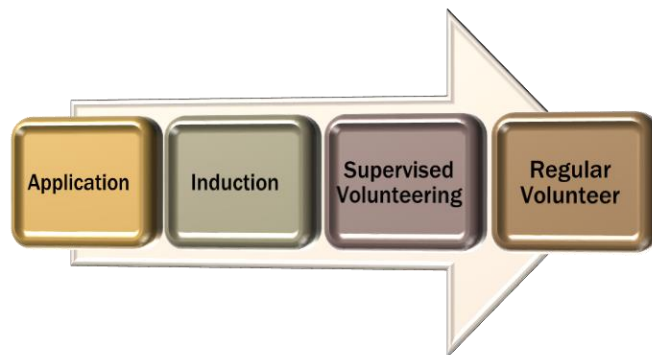
6. VEHICLES

The Charity has a 4x4 and two tractors along with trailers and tractor machinery. These can be used by volunteers for charity business, only when authorised by a Trustee and in accordance with our policy AD4 - Vehicle Management Policy.



7. INDUCTION PROCESS

As a new volunteer, you are required to attend an induction day, along with other new volunteers. Please arrive promptly and prepared. The induction and training are essential so that firstly you



don't put yourself at risk, but also that you do not put the animals or others at risk. Prior to coming to the induction, we expect that you would have read this manual and understood it, as part of the induction you'll be given a question paper to ensure you have read and understood the basics. We don't expect you to remember this entire manual, this will come with practice.

The induction generally takes approximately 90 minutes, once the induction has been completed there may be any opportunity to start volunteering straight after your induction.

Following your induction, we hope that you will return. When you do, you will initially be closely supervised by shadowing regular volunteers, until we feel you are suitably trained and competent to work without supervision. Therefore, initially you are required to attend when one of the Trustees or regular volunteers are present to provide instruction and supervision.

8. TRAVELING TO THE SANCTUARY

Bus - you can catch buses to Brinsley from Nottingham and Derby. The Rainbow 1 from Nottingham and the Black Cat from Derby. Please check bus timetables via Trent Barton website. You get off at the bus stop near Brinsley Chip Shop. Go up Moor Road (Chip shop on corner), past Brinsley Primary School, down the hill and left onto Whitehead Drive. We are at the very end on the left.

Car- put NG16 5AX Hobsic Close into your Sat Nav. When on Hobsic Close, travel to the bottom of the hill turn left onto Whitehead Drive, go to the end past the bungalows and you will see a brown farm style gate on the left.

Please come down our drive and park at the bottom, or park on Hobsic Close and walk down, do not park in front of our neighbour's houses on Whitehead Drive.

8.1 Expectations

What you can expect from us;

- Provide you with the information and training you need to carry out your role, and to provide you with ongoing guidance and support.
- Respectfulness of your commitment and time.
- Be open-minded and receptive to your comments and suggestions.
- Treat you as a valued member of our team.
- An inclusive, welcoming culture.
- To be recognised and appreciated for your work.
- The right to say no to tasks or activities that make you uncomfortable.

What we expect from You;

- To give your best endeavours to honour agreed volunteering shifts and to communicate to us promptly if you are unable to attend agreed shifts.
- To cooperate with your fellow volunteers.
- Be prompt and reliable.
- Notify us of any changes to your commitment as a volunteer.
- To respect fellow volunteers and members of the public.

Causes for release from volunteering role;

The following are some potential reasons why a volunteer may be relieved from their duties with us:

- Breaking confidentiality.
- Inactivity or excessive “no-show” for volunteer shifts.
- Inappropriate drug or alcohol use.
- Inappropriate or unprofessional conduct including bullying, racism or sexism.
- Misrepresentation of the Charity.
- Theft.
- Violence or implication of violence.
- Failure to adhere to our policies or follow procedures.

9. OUR RULES

We have to have rules for your safety, for the safety of the animals and for the consideration of others;

Behaviours
Be polite & courteous to fellow volunteers and members of the public. We will not tolerate racism, hatred, bullying or sexism.
Ethics
This is an animal rescue sanctuary where we rescue many animals abused by factory farming, the sanctuary is run on vegan values, we don't expect you to be a vegan, however we kindly request that no animal products are consumed on-site. Many people bring food for other volunteers to share, if you bring food to share, it MUST be vegan, if in any doubt please ask.
Housekeeping

-
- We aim to keep the sanctuary a clean and tidy, please be thoughtful, ensuring that you clean up any mess you create.
 - Feel free to use the volunteer's area, keep the volunteer area clean at all times, no muddy footwear. The House is out of bounds.
 - Put all equipment back, in its original place, including all buckets, brushes and other equipment back in its storage location, ensuring they are clean. If you've dirtied it, clean it.
 - We discourage smoking, if you need to smoke please restrict this to non-animal areas.
 - Never leave spilt animal feed, this attracts rats and if eaten by the wrong animal, it can kill. Clean up immediately.
 - When carrying straw, hay, or saving etc, carry in a bag or wheelbarrow, do not allow to spill on the ground.
 - When you finish a task, always sweep up and put everything back where you found it, don't leave it to others to tidy up after you.
 - Please turn taps OFF as soon as you have used them.
 - Please turn lights OFF after use.
 - Always wash items such as buckets and your boots over an open drain, not on the general floor.

Animal Safety

- Always secure gates and animal enclosures.
- Always ensure bolts on doors & cages is FULLY over and in locked position. THEN DOUBLE CHECK.

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- When around wildlife, do not talk to them, keep quiet. Do not enter the wildlife hospital without good reason.
 - We do not allow tit-biting or treating feeding of the animals unless there is prior agreement to do so. Over-feeding is as dangerous to animals as not feeding enough, this can also lead to behavioural issues with animals expecting food. If you wish to donate food for the animals, please leave in the feed room. If you wish to feed the animals, then please let us know and we can arrange for you to help us with feeding shifts.

Attendance

- If you cannot attend an agreed shift, please inform us as soon as you can. Please make every effort to stick to agreed shifts, if you don't turn up the work still needs to be completed.
- Once at the sanctuary, make your presence known and sign in and sign out on departure.
- Please do not bring visitors along with you unless this has been agreed with a trustee, please also do not bring any pets with you.

Phones and social media

We are more than happy for volunteers to take photos of animals and share them on social media, but you must at all times be aware of your surroundings and ensure you and others are safe.

- Remember your primary role is to volunteer, not to be absorbed by taking photos.
- Don't get your phone out when you need to concentrate.
- If you want to take pictures, make sure it is safe to do so and concentrate, be aware of your surroundings at all times. A kick from a cow or pony can be serious. Although the large animals can seem to be very cute and cuddly, they can be startled or excited leading to sudden moves. They are very large, very powerful animals.
- Never handle or disturb wildlife just for a photo.

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- If your putting media on open social media and you've photographed someone, out of courtesy, make sure they are OK with their mug being uploaded for the world to see.

10. **GOVERNANCE**

The Charity Trustees are accountable for the Charity and so have Governance in place that includes the overall constitution and supporting Policies.

The Trustees are Jon Beresford & Bethan Hewis who live at the sanctuary and own the land and property, and Dave Otieno and Amanda Richardson.

The Governance documentation is available on request, below is a summary;

Charity Constitution – this is the overarching legal document that defines the charity, it details our aims and objectives and how the charity is managed. The Trustees are responsible for ensuring the Charity operates within this Constitution which has been approved by the charity regulator, the Charity Commission.

10.1 **Policies & Procedures**

Policies and procedures are developed and agreed by the Trustees, to ensure we meet the obligations of the Constitution and other legal obligations, as well as best practice. All of our Policies are available for review at any time.

Expense Policy - We appreciate that volunteers offer their time, and we don't expect them to be also out of pocket, we recognise that volunteers are entitled to be reimbursed by the Charity for travelling and other out-of-pocket expenses, which they legitimately incur whilst promoting and supporting the delivery of the charity's objects. We also appreciate volunteers who choose to 'donate' any expenses incurred by not claiming them back. Volunteers who claim expenses will need to follow the charities Expense Policy which is available on request.

This details process in which volunteers can claim expenses from the charity essential for carrying out the Charities business, such as travel expenses. We rely on volunteers and so we do not want

people to be put off volunteering if they are out of pocket. Expenses are to cover actual costs and should be agreed with a Trustee before the cost is incurred.

Finance Policy - Details how we manage the charity finances and in particular contingency funds.

Environment Policy – We all have an impact on the environment, and we try to minimise ours by the choices we make in the procuring of stock and the reusing and recycling.

Spay and Neutering Policy – Specifies that, to prevent breeding and for the overall welfare of animals we neuter where possible.

Euthanasia Policy – Details the position that we only end the life of an animal based on the welfare and overall best interest of the animal, we never routinely euthanise.

11. HEALTH, SAFETY & ENVIRONMENT

11.1 Introduction

Whilst we want everyone to enjoy themselves whilst volunteering for the charity, we want you to do so whilst not putting yourself or others at risk. There are a number of inherent hazards from animals, but as long as these are understood and procedures are followed, you will not be put under any unnecessary risk.

If you have any physical or health conditions that we need to know about, please let a Trustee know as soon as you can. If in any doubt, you should contact your GP before you volunteer.

11.2 Fire & Evacuation



The procedure (See Appendix B) details what to do in the event of a fire or need to evacuate, it is displayed in the volunteer room so please make yourself familiar with its content.

There is firefighting equipment located

- Next to the exit door in the volunteer room ;

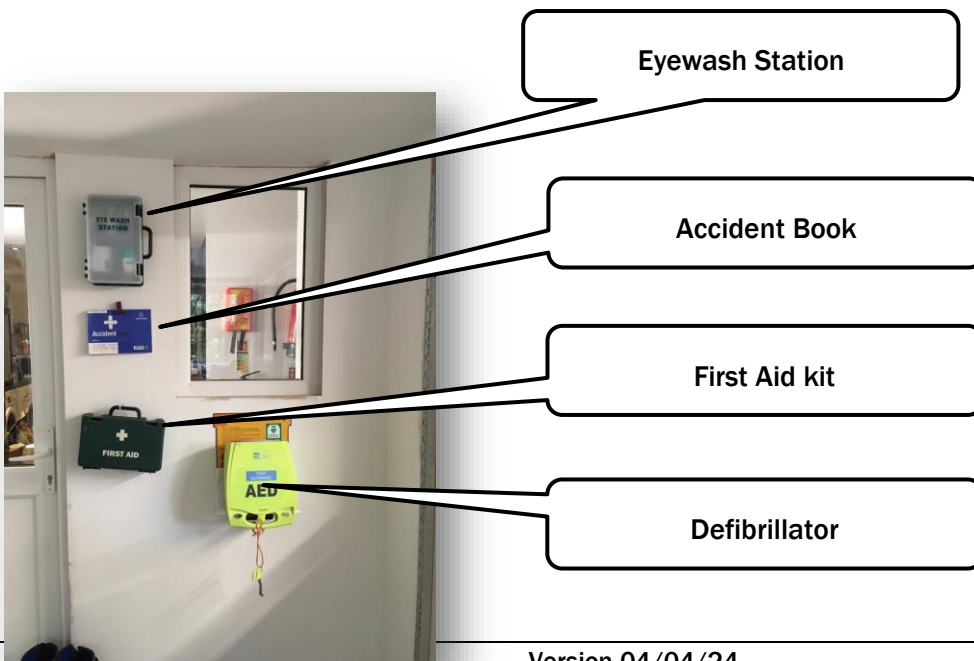
(Fire Blanket, CO2, Foam, Dry Power)

- The feed room
- (CO2, Water, Foam, Dry Power)

Fire Fighting devices should be used to aid your safe escape. Please familiarise yourself with the locations and the types of extinguished and usage.

11.3 First Aid Procedure

The procedure (See Appendix B) details what to do in the event of an accident, it is displayed in the volunteer room so please make yourself familiar with its content. The following items are located within the reception area.





The eye wash station in the reception area should be used to irrigate any eye to clean out any foreign body or irritant. If used please make a Trustee aware so items can be replenished.



The defibrillator is a fully automatic device, take off the lid and follow the instructions and voice prompts.

11.4 Incident Reporting

All incidents, accident, near misses must be reported to the Charity, this can be done in writing or verbally to a Trustee. In the case of all accidents, please ensure this is entered into the accident book in the volunteer Room.



A copy of the Accident Reporting and First Aid procedure can be found in the volunteer Room.

11.5 Risk Assessments

The main hazards are to be aware of are;

- Animals, they can bite, knock you over and kick.
- Animals can carry infection and diseases, always wash yourselves thoroughly before you eat and before you leave.
- Horses can kick, never walk close to their rear. **Always be aware of your surroundings, do not approach an animal unless you are aware of temperament**
- Slips/trips/falls – Please take care when moving around, the fields are uneven and can get very muddy.
- When lifting or moving heavy objects, do not overexert yourself. If in doubt, get help.

There is a full set of Risk Assessments in the volunteer's area, we request that you read and understand these. If you have any questions, please ask.

The Charity has a series of Risk Assessment for daily activities, please read through these and ensure you understand them and take the opportunity to raise any questions or concerns you have with a Trustee.

Copies of the Risk Assessments are kept in the Volunteer Room.

11.6 Hygiene

Animals can be the source of a multitude of viruses and bacteria. Good hygiene is an essential part of your protections. You must regularly and thoroughly wash your hands with soap and warm water and certainly before you drink, eat or leave the premises.

If you have open soars, please wear disposable gloves or put on a plaster to keep the wound clean.

Protect yourself;

- Clean your hands regularly.
- Wash your hands with soap and water and dry them thoroughly.
- Use alcohol-based hand scrub if you don't have immediate access to soap and water.

11.7 Waste

We are conscious of the environment and aim to minimise our impact.

Please;

- Put all recyclables into the recycling bin
- Put all other rubbish into the waste bins
- All compostable animal waste should be put onto the top of compost heap

12. SECURITY

The external areas of the main sanctuary are covered by recorded CCTV. These cameras are for security and for monitoring animals only.

APPENDIX A

Health and Safety Policy Statement

We care about our volunteers, the public and our stakeholders, our policy has been created to ensure a safe working environment for all.

Every member of our volunteering team has a responsibility to protect the environment, to maintain the health and safety of themselves and others and prevent ill health at work.

We recognise and accept our health and safety duties for, as far as is reasonably practicable, providing a safe and healthy working environment for all.

Our Objectives are to;

- Comply with all applicable legislation.
- Take all reasonably practicable steps to safeguard the health, safety, and welfare of all personnel on our premises.
- Provide sufficient information, instruction, training, and supervision to enable everyone to minimise risk to an acceptable level and contribute to their own safety and health.
- Provide personal protective equipment.
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe.
- Consult with our volunteers on matters of affecting health and safety.
- Ensure safe handling and use of substances.
- Implement emergency procedures.



Jon Beresford

Chairman

Appendix B

Fire and Emergency Evacuation Plan

Premises Address and Contact Details	
69, Hobsic Close, Brinsley, Nottingham. NG16 5AX	
Tel. 01773 712999	
Plan date	16 June 2019
Procedure Owner	Jon Beresford

Action to take on Discovering a Fire
<ul style="list-style-type: none">• Raise the alarm by shouting warnings to others.• Dial 999 and request attendance by the Fire Service. Caller gives their name, location (as detailed above), contact number and details of fire.• A volunteer should be nominated to pick up the signing in book from volunteers room.• Volunteers will commence evacuation of any buildings – ensuring this is done in a calm and orderly manner.• A volunteer should be allocated to look out for the Fire Brigade and offer detections to the premises.• Nominated volunteer should take a roll call to ensure everyone has assembled at the Fire Assembly Point, then communicate findings to the Fire Services.

Building Escape Routes
Everyone in any building should leave the building by the nearest safe exit and report to the assembly point. All exit doors can be used as escape routes. No one should re-enter any building until deemed safe by the Fire Brigade.

Fire Assembly Point
In front of the Summer house on the driveway.

Fighting fires – Extinguisher use
<ul style="list-style-type: none">• Fire extinguishers are located in the volunteer room and will only be used where it is deemed safe to do so i.e. there is a clear means of escape, fire is small. <p>Personal safety always takes priority and, if in any doubt, volunteers should not attempt to extinguish a fire.</p>

Duties of volunteers on hearing the alarm
All volunteers will usher visitors to the assemble at the fire assembly point.

APPENDIX C

FIRST AID PROCEDURE

Premises Address and Contact Details	
69, Hobsic Close, Brinsley, Nottingham. NG16 5AX	
Plan date	15/09/21
Review date	15/09/23
Procedure Owner	Jon Beresford

First Aid kits are in the volunteer room.

In case of an Emergency.



- Check that you and the casualty aren't in any danger, and, if possible, make the situation safe.
- Call 999 as soon as possible and ask for an ambulance.
- Carry out basic first aid.
- Keep them warm.
- Do not give them anything to eat or drink.
- Give them lots of comfort and reassurance.

After any incident, please enter details into Accident book in Volunteer Room.

The nearest Hospital A&E;

King's Mill Hospital

Mansfield Road

Sutton-In-Ashfield

Nottinghamshire NG17 4JL

01623 622515

