



Volunteers Handbook – Volume 1



Volume 1 – Introduction

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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, 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 homed 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 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 morning until late evening, our charity depends on a team of motivated, well-organised, hardworking volunteers, to ensure that we operate efficiently and successfully, saving animals' lives and reducing their suffering.

The charity is reliant on volunteers for every aspect of running the sanctuary, from the day-to-day care of the animals, to fundraising, 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, not to put themselves, anyone else or animals, at any unnecessary risk, therefore, it is important that all volunteers receive a basic level of induction and training.

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 Handbooks 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.

Jon, Beth, Amanda, Dave and Ayrton.

Board of Trustees Brinsley Animal Rescue

1. **INTRODUCTION**

There is a series of Volunteer Handbooks which are designed to help volunteers with the induction process, providing a summary of how we operate, our rules and policies.

Handbook 1 - Introduction

Handbook 2 - Sanctuary

Handbook 3 - Wildlife Hospital

Handbook 4 - Wildlife Rehabilitators

Handbook 5 - Cat Fosters Manual

Please read this handbook and any associated handbook 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 handbooks, 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. **ABOUT US**

2.1 **History**

Brinsley Animal Rescue was formed in 2007 and became registered in 2009 (number 1135508). 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 the Charity Animal Accident Rescue Unit when the charity was dissolved. In 2026 the charity became a Charitable Incorporated Organisation (Number 1213052).

The charity is run for animals by volunteers and was founded by Jon Beresford and partner Bethan Hewis, The Charity is run on vegan values and ethics, therefore we do not believe humans should 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 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 £150,000 every year to pay the Charity bills.

2.2 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 euthanise a healthy animal.

3. OUR CULTURE

We encourage an open-minded, friendly and welcoming environment, we welcome volunteers from all walks of life no matter what your previous experience caring for animals, being motivated, reliable and dependable, not matter what the weather, are the important qualities we need from our volunteers.

People who volunteer with us become part of a family of like-minded volunteers, we have a friendly and inclusive culture, volunteers often organise social events such as BBQ's and fuddles, all vegan of course.

4. MEET THE TEAM

The charity has a board of five Trustees; Jon & Beth own the land and buildings that the charity operates from. The Trustees are legally responsible for all aspects of managing the charity.



Jon Beresford
Co-founder



Beth Hewis
Co-Founder



**Ayrton
Cooper**



**Amanda
Richardson**



**Dave
Otieno**

Trustee Contact Details		
Name	Role	Contact
Jon Beresford & Beth Hewis	Trustees / Chair Trustee / Treasurer	info@brinsleyanimalrescue.org 01773 712999
Amanda Richardson	Trustee	amandalouiserichardson@yahoo.co.uk
Dave Otieno	Trustee / Secretary	of.many.devices@protonmail.com
Ayrton Cooper	Trustee	ayrtoncooper@googlemail.com 07512037157

5. **THE SANCTUARY**

5.1 **Main Site**

At the main site off Whitehead Drive, there are 4 acres of land is this is where most of the activity is.

Located here are the volunteer room, wildlife hospital and stable block.



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



5.2 **Welfare Facilities**

We have a dedicated volunteer room and adjacent toilet and washing facilities. The volunteer room is for your convenience, there is a small kitchen with microwave, toaster, kettle and a fridge. Plant-based milk, tea and coffee are always available.

You are welcome to have a break when you want, most days the teams have a break and drink together.



Often, we provide snacks and food, and volunteers often bring food in for everyone to share. Please note that **only vegan food** is allowed on the premises, regardless of whether you bring food to share or for yourself, please ensure it is plant based only. If in doubt, please ask first.

Always wash your hands before eating or drinking and keep the volunteer room clean and tidy.

5.3 Brinsley Hill Top

A short walk from the main sanctuary at the top of Brinsley Hill is 5 acres where we keep equine.



5.4 Brinsley Hill Bottom

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



5.5 Traveling to the Main Site

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.

5.6 Arrival and leaving

On arrival for your shifts, enter reception, always sign in on the daily task sheet located on the reception desk.

On the daily task sheet there is also a list of tasks to complete for the day, as these are completed, they should be signed off.

When you leave, always remember to sign out.

6. EXPECTATIONS

6.1 What You Can Expect

- 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.

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- The right to say no to tasks or activities that make you uncomfortable.

6.2 What We Expect

- 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.

6.3 Causes For Release from Volunteering Role

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

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

7. OUR RULES

We 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 including those abused by factory farming. Animals come here to be rescued not eaten, the sanctuary is run on vegan values, we request that no food for yourselves or to share containing animal products are brought or consumed on site.
HOUSEKEEPING
• We aim to keep the sanctuary clean and tidy, please be thoughtful, ensuring that you clean up any mess you create. • Feel free to use the volunteer's area, always keep the volunteer area clean, no muddy footwear. The House is out of bounds. • Put all equipment back in its original place including all buckets, brushes & other equipment, 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.
- 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.

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- 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.
- If you are 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.

8. GOVERNANCE

The charities Board of Trustees are accountable for the Charity, ensuring that we comply with the law and best practices and operate within our Constitution approved by the Charity Commission.

To help us achieve this, we have Governance in place that includes our overall constitution and supporting Policies.

Hard copies of our Policies can be found in the Volunteer Room, in summary the main ones follow.

8.1 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 Construction which has been approved by the charity regulator, the Charity Commission.

8.2 Policies & Procedures

Policies and procedures are developed and agreed by the Board of Trustees, to ensure we meet the obligations of the Constitution and other legal obligations, as well as best practice.

Our current policies are as follows.

Group	Index	Policy
HSE	HSE1	Health & Safety Policy
	HSE3	Environmental Policy
	HSE6	Management of Visitors
	HSE10	Management of Controlled Drugs
	HSE 11	Management of Waste
People	P10	Safeguarding
Animals	A5	Euthanasia Policy
	A6	Neutering Policy
Administration	AD2	Expenses
	AD3	Finance
	AD5	Complaints
	AD6	Privacy Policy
	AD8	Conflict of Interest

	AD9	Management of Internal Risks
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Safeguarding Policy

Our Safeguarding Policy Protect the welfare of children, young people, and vulnerable adults involved with the charity and to provide guidance for volunteers, and trustees on safeguarding procedures.

Our Designated Safeguarding Lead (DSL) is Dave Otieno, he can be contacted by email on of.many.devices@protonmail.com. The DSL is responsible for;

- Respond to safeguarding concerns and disclosures.
- Keep detailed and accurate records.
- Liaise with external agencies, such as social services or the police, when necessary.

If you have any concerns about the welfare of children, young people or vulnerable adults please raise your concerns immediately.

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.

9. **HEALTH, SAFETY & ENVIRONMENT**

9.1 **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.

9.2 **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.

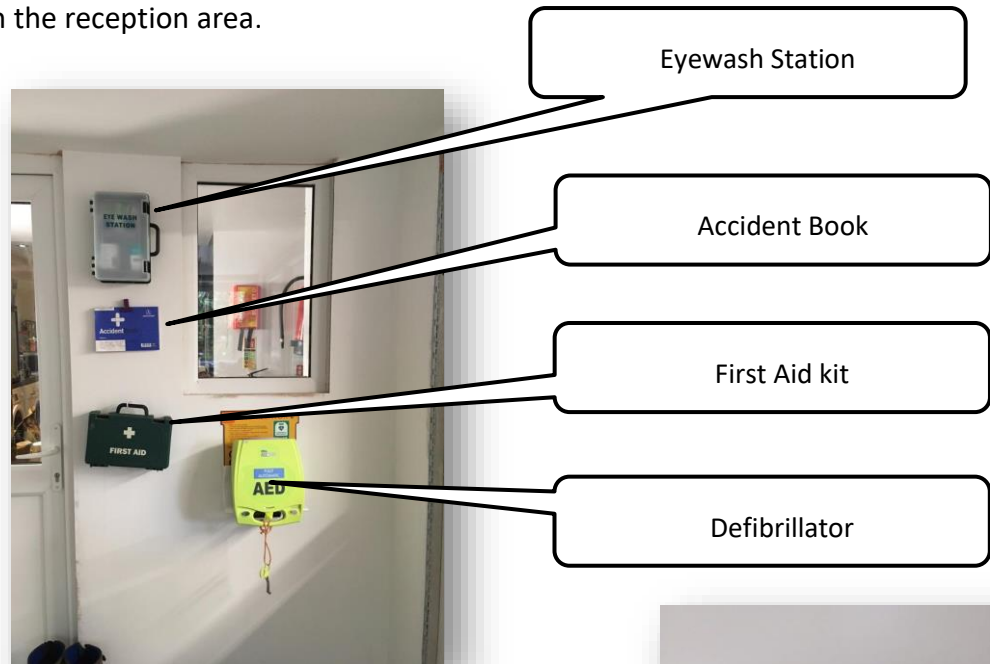
There is firefighting equipment located in the feed room (CO2, Water, Foam, Dry Power).

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



9.3 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 devise, take off the lid and follow the instructions and voice prompts.

9.4 Incident Reporting

All incidents, accidents, and 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.



9.5 Risk Assessments

There is a full set of Risk Assessments in the volunteer's room for our 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.

The main hazards are to be aware of are below, along with the appropriate control measures to reduce or eliminate the hazards.

Hazard	Control Measure
Animals - can bite	• Always be aware of your surroundings, do not approach an animal unless you are aware of their temperament. • Do not hand feed animals.
Animals - can kick	• Always be aware of your surroundings, do not approach an animal unless you are aware of their temperament. • Horses, ponies, cows kick backwards, always maintain a safe distance to the rear when walking past, do not spook them.

Biological - Animals and surfaces used by animals can carry infection and diseases.	• Cover any open wounds on exposed skin with a plaster or by wearing disposable gloves. • Always wash yourselves thoroughly before you eat and before you leave. • If you get a cut, clean thoroughly with antibacterial soap and warm water.
Slips, trips and falls	• Ensure work area is free of ice and slippery waste and de-ice, wash out if needed, ice can form on hard surfaces such as concrete making them slippery. Apply rock salt to any surface liable to icing. • Take extra care when moving around the fields as they are uneven and can get very wet and muddy, surfaces can become slippery. • Ensure everyone cleans and tidies up as they go. • Ensure you have strong footwear in good condition such as sensible shoes or boots (e.g. flat with good grip). • Clean up spillages immediately. • Minimise the use and time of training leads / hosepipes, ensure they are easily seen and put away promptly after use.
Manual handling	• Use good handling techniques to minimise or eliminate lifting and carrying. • Use wheelbarrows • Request help from others. • Reduce load to minimum, within persons capability. • Keep working area free of obstacles. • When lifting or moving heavy objects, do not overexert

	yourself. • Move in smaller loads.
Machinery	• Only those authorised by a Trustee to use any machinery. • When machinery is in use, keep your distance.
Fire	• No smoking on site. • Familiarise yourself with the Fire and Emergency Evacuation Plan.

9.6 Electrical Devices

Before using any mains connected electrical handheld appliance, please first check that it has received a recent PAT (Portable Appliance Test) inspection. On the plug will be the last inspection date, the appliance must not be used if the inspected is not within 12 months.

Always visually check the device for damage before and after use and report any defects immediately and stop using.

9.7 Hygiene

Animals can be the source of a multitude of viruses and bacteria. Good hygiene is an essential part of your protection. 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 & water.
- If you have an open cut that could get dirty, cover it, put on a plaster, wear gloves.

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- If you cut yourself, wash and rinse the cut out thoroughly with soap and water.

9.8 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

9.9 Health and Safety File

Located in the Volunteer room is a Health and Safety File, here you can find;

- A list of our portable electrical appliance test dates
- Fire Fighting Appliance inspection records.

10. SECURITY

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

11. VEHICLES

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



Appendix A – Health and Safety Policy Statement

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 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
• 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 volunteer's 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
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. Personal safety always takes priority and, if in any doubt, volunteers should not attempt to extinguish a fire.

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

