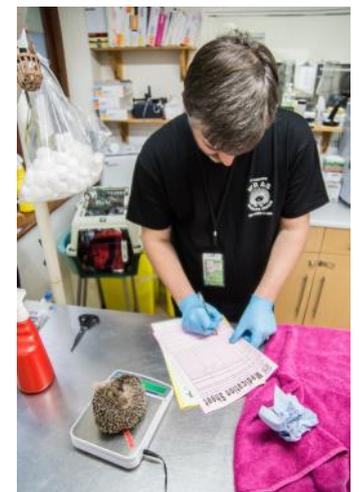
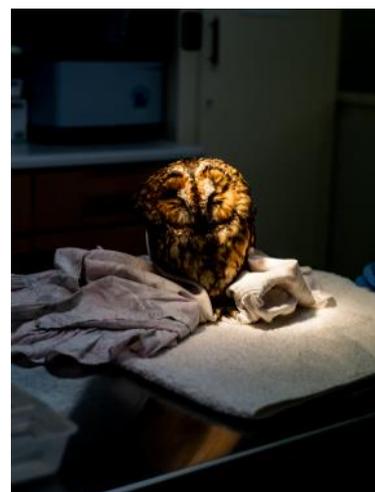


# Volunteering with East Sussex WRAS Things you need to know.



## About East Sussex WRAS.

East Sussex Wildlife Rescue was formed in the mid 1990s as a voluntary group. Up until then Trevor Weeks, one of the founding members of WRAS, was paying for veterinary bills out of his own pocket and as he became better known, the number of calls became greater and the cost of his rescue work grew.

In a need for better funding and help to cover rescues and be able to respond 24 hours a day, East Sussex Wildlife Rescue was started. It was not until 2005 that East Sussex Wildlife Rescue and Ambulance Service (WRAS) was formed with its first group of trustees and directors.

WRAS covers a large area and works with 11 different veterinary practices. One of WRAS's main concerns about veterinary practices is the stress levels of wildlife whilst they are admitted. Dogs, cats and parrots to name a few of the animals which can cause noise as well as humans activity which causes stress to wildlife casualties which are trying to rest, relax and recover from their injuries or illness. However this recovery will be slow in stressful environments. To counter this stress WRAS has set up a Casualty Care Centre at Whitesmith on the A22 between Hailsham and Uckfield. Equipment in this unit was part funded by the Sussex Community Foundation, Edna Smylie Memorial Fund and various other kind and generous donations.

WRAS has four veterinary ambulances. These vehicles move around but are normally based at Eastbourne, Whitesmith and Uckfield. At least one of these vans is available at any one time. On average it costs WRAS £75 to be on call for and respond to a call-out. The vans, the mobile phones, veterinary bills, equipment stored in the vans etc are expensive and need replacing on a regular basis.

WRAS's Casualty Centre at Whitesmith was opened in September 2010 by patron Sarah Jane Honeywell, which is bigger better and more capable of handling the diverse range of casualties and incidents dealt with by WRAS each year. There is also room to expand and develop facilities including an operating theatre, X-ray room and more. We also have outdoor aviaries and pens based in supporters and volunteers gardens throughout East Sussex.

In 2013 Founder Trevor Weeks was awarded an MBE for his commitment to wildlife, whilst the work of the entire charity staff and volunteers were recognised when WRAS was awarded the Local Charity Honour at the British Animal Honours 2013 on ITV1! In 2015 WRAS was a finalist for the 'Charity Team of the Year' award at the CEVA Veterinary Awards.



## Volunteering - What you need to know

WRAS's Casualty Centre is registered with the Royal College of Veterinary Surgeons as a Veterinary Premise. We have three vets who work with us and help oversee the casualties we deal with.

### **Insurance**

East Sussex WRAS has Public Liability Insurance as well as Employers Liability Insurance. A copy of the insurance certificates are displayed in the prep room downstairs.

### **Volunteering Agreement**

Volunteers are an important and valued part of WRAS. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. It is not a contract of employment and we agree that you wish to provide your services voluntarily to benefit WRAS and the wildlife in East Sussex. We aim to be flexible, so please let us know if you would like to make any changes to your role and we will do our best to accommodate those changes whenever possible.

We, WRAS, will do our best:

- to introduce you to how the organisation works and your role in it and to provide any training you need in order to fulfil your role as a volunteer for WRAS
- Ensure that a senior member of the team is present on a regular basis and is available for you to discuss any concerns or problems you may have
- to respect your skills, dignity and individual wishes and to do our best to meet them
- to consult with you and keep you informed of possible changes
- to provide a safe workplace
- to apply our equal opportunities policy

We, WRAS, hope that you will do your best:

- to work reliably to the best of your ability, and to give WRAS as much warning as possible whenever you cannot undertake work when expected
- to undertake all the training WRAS offers for your role as a volunteer
- to follow WRAS' rules and procedures, including health and safety, equal opportunities and confidentiality.
- to obtain a tetanus injection before starting as a volunteer for WRAS and to keep your tetanus booster up to date.
- to inform WRAS immediately if there is any medical reason why you cannot volunteer your services in your current role.

You may volunteer as many or as little hours as you wish. If you want to suspend or end your volunteering with WRAS you are able to do so whenever you wish, but preferably with at least **2 weeks notice** and we ask that you return any WRAS rescue equipment immediately so that other WRAS volunteers can use the WRAS equipment.

## **Code of Conduct for Volunteers**

East Sussex WRAS welcomes polite and professional volunteers.

WRAS is not here just for the wildlife casualties we deal with, we are here to help both people concerned about wildlife casualties and the casualty itself. Therefore WRAS expects those answering the phone, speaking to public at events, undertaking talks and presentations, as well as those undertaking rescue or release work, to be polite and professional at all times and to treat all people with respect. On occasions when casualties turn out not to be sick, injured or orphaned, and a rescue is not necessary volunteers are expected to be polite, point out the mistake in a professional and educational manner. Volunteers must remember that without donations from members of the public we could not exist, therefore all members of the public should be treated with respect and politeness to ensure their support.

It is important to be clear from the start what areas of volunteering you are most interested in and what skills you have which will be an asset to an organisation. This will ensure that you are placed in the most suitable role for both you and the charity. Be aware that in any role there is an element of mundaneness, which is part and parcel of the role, you should be conscious of this when evaluating your volunteer role.

Volunteers should be reliable, punctual and appropriately presented. If you are unable to turn up to or undertake your designated role or likely to be late, please ring the volunteer co-ordinator, giving as much notice as possible. You need to meet agreed time commitments and give reasonable notice of leave (2 weeks) so arrangements can be made in your absence.

Make sure that you know and respect the rules and policies of the charity. This includes upholding the confidential information of the organisation and its clients. The volunteering opportunity should be an enjoyable learning experience, if you feel that you are not getting the most out of your placement or being undervalued discuss your concerns with one of the managers or a director of the charity.

Likewise if you encounter problems or anything that worries you, raise it as soon as possible with one of the managers or a director of the charity. Complaints and disagreements should be dealt with in a civil and polite manner. No notes or signs are to be left anywhere on or in WRAS vehicles or buildings which are of a derogatory or critical nature without the approval of a manager first.

Any volunteers not complying with this code of conduct may be asked to leave after an evaluation of the incident concerned.

WRAS has a zero tolerance to bullying, spitefulness, racism, rudeness, abuse—both physical or verbal.

## **East Sussex Wildlife Rescue Ambulance Service Equal Opportunities Policy 2011**

### 1. Declaration of Intent

1.1 East Sussex Wildlife Rescue Ambulance Service (WRAS) is a charity organisation which provides a service to the public through its network of volunteers. WRAS is committed to taking positive action to prevent unlawful discrimination in all aspects of its activities.

1.2 WRAS is an equal opportunities organisation and welcomes diversity in its volunteers. The aim of its equal opportunities policy is to ensure that no volunteer or recipient of our services receives less favourable treatment on the grounds of race, colour, belief, ethnic origin, religion, gender, gender reassignment, sexual orientation, marital status, age, HIV antibody status or disability nor should they be disadvantaged by requirement. WRAS will strive to redress any imbalance that may become evident.

1.3 WRAS will bring to the attention of all volunteers the existence of this policy, and will provide such training as is necessary to ensure that the policy is effective and that everyone is aware of it.

1.4 The Trustees of WRAS will review the content and effectiveness of the policy every three years. The Casualty Centre Manager is responsible for the equal opportunity policy's day to day implementation.

1.5 The Trustees of WRAS have overall responsibility for the effective operation of this policy. However, all volunteers have a duty as part of their involvement with WRAS to do everything they can to ensure that the policy works in practice.

## 2. Training & Recruitment

2.1 New and existing volunteers will be made aware that training allocation decisions will be on merit and availability and not based on grounds mentioned in section 1.2 above.

2.2 WRAS as an organisation will not exclude any potential volunteer on the grounds highlighted under section 1.2 above.

## 3. Sexual Harassment

3.1 No volunteers should be subject to sexual harassment.

3.2 This is interpreted as unwanted behaviour of a sexual nature including:

- i) verbal sexual abuse;
- ii) physical contact;
- iii) repeated remarks which an individual finds offensive.

3.3 If it has been made clear to the person concerned that their behaviour is unwelcome and they persist with it, then the volunteer who is the recipient of the behaviour will be entitled to make a formal complaint.

## 4. Grievance Procedure

4.1 All volunteers are made aware that discrimination, abuse or harassment of colleagues or service recipients on the grounds of race, colour, ethnic origin, gender, gender reassignment, sexual orientation, religion, belief, marital status, age or disability will not be tolerated by WRAS.

4.2 The Casualty Centre Manager will be made aware of any incident or allegation to take the necessary action. All instances or complaints of discriminatory behaviour will be treated seriously. In the event that a complaint cannot be resolved by the Casualty Centre Manager the complaint will be passed to the Trustees for resolution. Complaints or allegations of an unfounded or malicious nature will also be treated as serious and will be passed to the Trustees for resolution.

## 5. The Scope of this Policy

5.1 This policy applies to:

- i) All volunteers and staff;
- ii) All aspects of promotional, educational and campaigning functions of WRAS;
- iii) All supporters and affiliate organisation. WRAS would expect its membership or supporters to concur with and actively promote these objectives.

## 6. Implementation

6.1 Procedures and practices within the organisation will be strictly in accordance with the following and all other relevant legislation and any future legislation:

- Race Relations Act 1976
- Sex Discrimination Acts 1975-85
- Disability Discrimination Act 1995
- Rehabilitation of Offenders Act 1974
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Employment Equality (Sexual Orientation) Regulations 2003

- The Employment Equality (Age) Regulations 2006
- Equality Act 2006
- Equality Act (Sexual Orientation) Regulations 2007

## 7. Organisational Arrangement

7.1 All Trustees of WRAS will be responsible for the overall implementation of the equal opportunities policy

7.2 All volunteers have a duty to implement WRAS's equal opportunity policies

7.3 The Casualty Centre Manager will be responsible for:

- i) Pursuing the recommendations of the Trustees in respect of its equal opportunity policy; and
- ii) Monitoring the organisations work as it relates to its equal opportunity policy; and
- iii) Informing the Trustees of breaches of its equal opportunity policy.

## 8. Review

8.1 East Sussex Wildlife Rescue Ambulance Service will monitor and review the effectiveness of its equal opportunity policy every three years.

## 9. Information

9.1 This document will be distributed to all Trustees and volunteers and will be available upon request.

## Volunteering at WRAS

This role is mainly one of cleaning cages, and providing food and water for each casualty. You will be expected to handle most of the casualties including birds and mammals, but you will be shown how to do so. The role also involves basic cleaning of the centre, sweeping up, mopping the floor and cleaning down the work surfaces. There are several cages low to the floor which will require people to kneel down or bend down so volunteers need to be able bodied enough to undertake this task.

### **Commitment**

Volunteers are expected to commit to at least one shift a week on the same day each week. The casualties we look after rely on these volunteers coming in so they are fed and cleaned twice a day. Under the Animal Welfare Act it is an offence not to feed, clean and medicate any animal/bird in captivity. As a result we take non-attendance very seriously. A volunteers role will end if they fail to turn for a shift and no advance warning is given and there is no acceptable reason for not turning up. It is both unfair on the casualties and on your fellow volunteers not to turn up. Obviously volunteers are entitled to take holidays and take time off ill. Please give at least two weeks notice if you are taking holiday, and as much notice as possible if you are ill. We would rather you phone up 4-6 days before your shift to say you are ill and don't know if you will be fit enough to attend your shift, than phone a few hours before saying "I thought I would be better in time". If you are fit in time for your shift it is not a problem and you can still attend, we will just cancel the cover.

### **Christmas and Bank Holidays**

There are two shifts a day, seven days a week, 365 days a year including Christmas Day, New Years Day, Boxing Day, Easter Day, Bank Holidays, weekends etc. Volunteers are still expected to attend if their shift falls on one of these days. However as Christmas Day and New Years Day fall on the same day of the week we are happy for volunteers to swap shifts with other volunteers on one of these days.

## **Keeping Calm around the Casualties**

It is essential that casualties are kept as calm as possible. Please keep your time working in each room down to a minimum and close each room down once finished and try not to disturb them again where possible. We do not expect you to rush your work or reduce the quality of your cleaning or compromise hygiene.

Please keep noise to a minimum. Please do not shout from one room to another or from downstairs to upstairs. If you need to speak to someone go and find them and talk face to face.

Please also refrain from talking to the casualties, although we appreciate how difficult this can be, but please try your best. Talking to casualties can lead to them becoming domesticated and may prevent them from being released.

## **Photography**

WRAS does not permit flash photography in the centre without permission and normally only for training, fundraising, promotional, monitoring and educational purposes. Volunteers are welcome to take photos of casualties WITHOUT flash, however please put the casualties welfare first. Handling or disturbing casualties for the sole purpose of taking photos is not permitted without permission. Please remember that spending time in front of the cages taking photos will be stressful for the casualties. No photos or video are to be uploaded to social network sites or used publicly without asking permission first.

## **Volunteer Welfare Facilities:**

No casualties are allowed upstairs into the volunteers area unless with the permission of one of the Casualty Centre Managers. There are volunteer toilets, kitchen and rest areas up stairs which all volunteers are allowed to use. The fridge upstairs as well as the tea and coffee making facilities and the microwave are for volunteers to use. When leaving food in the fridge or upstairs please ensure you put your name on any items you do not want other volunteers to eat. There is also a tuck shop available with a range of snacks which can be purchased. Volunteers are welcome to take a break before, during or after their shifts.

## **Feed and Clean shifts**

The morning feed and clean shift starts between 8am and 9am and the evening shift begins at 5pm. Both shifts may last up to 3 /4 hours depending on the number of casualties at the centre at the time.

Volunteers arriving for the morning shift should turn on all lights in the casualty rooms. The last volunteer to leave in the evening should ensure all lights up stairs and down stairs have been switched off, except the outside flood lights. The blue lights from the fly zappers and radiators are on automatic timers and do not need to be touched.

If you need to change a light bulb please ensure you replace the bulb with the same wattage bulb to avoid the risk of fire. If unsure please ask a member of staff or the management team.

## **WHILST CLEANING YOU MUST:**

- 1) Change gloves between cages / casualties
- 2) Remove the casualty from the cage and place in a pet carrier
  - Ensure pet carrier has paper on the base of the carrier. If lively / nervous cover the carrier with a towel or pillow case. Once the casualty has been placed back into its cage, bin the paper in the carrier and wash the carrier with disinfectant so it is clean for the next casualty.
  - Birds in the indoor and outdoor aviaries/pens do not need catching in order to clean out, similarly in the black cages for pigeons / garden birds, a divider can be inserted to avoid catching these birds, if you are unsure please ask.
  - If there is a swan, badger or fox in one of the pens, they may need moving or confining to a cage by someone who is trained, so please ask/seek advice before cleaning.

- 3) Clean the cages thoroughly as directed on the feed & clean sheets. (including the roof, walls floor and cage door)
- 4) Even if the food has not been touched, it must be replaced and changed for fresh food, unless there are instructions on the cage saying otherwise.
- 5) Wash and re-use the same bowls putting them back in the same cage with the same casualty—do not change the bowls without permission.
- 6) Do not fill up the sinks with soapy water and wash multiple bowls from different cages. Wash and clean bowls under running water, and ensure you use separate sponges for infection risks, this avoids cross contamination.
- 7) Use yellow sponges to clean bowls / logs from non infection risk casualties which are found by the sinks. Purple sponges are for infection risk cages - these should stay on the cage door and be thrown once casualty leaves. Blue sponges are for human use up stairs in the volunteer area only.
- 8) Work from room to room - do not pick and choose which casualties you deal with— i.e. don't just do hedgehogs. Choose a room and work your way round the room do all casualties.
- 9) Ensure you read all feed and clean instructions carefully as not all animals get fed the same— hedgehogs will have different food depending on their condition.
- 10) If you are asked to clean out a casualty in a dusty cage, either from straw, hay, skin particles or any other dust, please wear a face mask.

### **Soap & Disinfectant**

There are two different colour spray bottles. The red bottle contains disinfectant and the yellow contains soapy water. On a Monday, Wednesday and Friday all cages should be cleaned with Disinfectant and on all other days soapy water should be used.

### **SINKS**

Please do not use the Volunteer Room sink or work surface for cleaning and feeding the casualties.

The downstairs sinks work off a pump, so it is important to avoid solids going down the sinks. Please wipe out bowls using the blue roll to get rid of solids into the bins or tip dirty water containing seed or saw dust down the drain outside.

If the downstairs sinks become blocked, please do not attempt to unblock them, please turn the pump off under the stairs and speak to the manager present or contact Trevor Weeks direct.

### **What to do if a casualty has died overnight / during the day**

The Casualty Centre is not like a domestic animal sanctuary, the animals which come here are sick, injured or orphaned and therefore not healthy. As a result we do have casualties die here. If you find a dead casualty please contact a Manager before doing the following:

- Place the casualty in to the small freezer in the cold room, inside a yellow bag
- Write 'died' and the date in the 'Outcome' section of the animal's casualty form and staple all the sheets together
- Place the forms in to the 'Died' tray above the medication cupboard in the First Aid Room

Volunteers are expected to stay on till the shift is finished unless by prior arrangement with the Volunteer Co-ordinator.

At the end of your shift please check you have...

- filled in all the clipboard forms,
- All casualties have food and water,
- All cage doors are securely closed,
- Open tins of food have been placed in the fridge,
- Frozen food has been taken out of the freezer to defrost for the next shift,
- Work surfaces have been cleaned and cleared,
- Pet carriers are clean and stored on top of the metal cages,
- Sinks have been emptied and cleaned,
- Any mugs used in the Volunteer Room have been washed up,
- The bins of shredded paper have been replenished, (please do this in the Prep Room or Volunteer Room and not in the Casualty Rooms)
- The floors have been swept after both shifts and mopped after the evening shift just before everyone leaves,

### **Work placement Students**

- All day work placement students are expected to work 10am till 6pm. This covers the end of the morning shift and the beginning of the evening shift.
- Students are welcome to start earlier and finish later than these times if they specifically want to do extra work and stay on because of rescues or any specific veterinary work being undertaken outside their normal placement hours, but the hours which they MUST undertake are 10am till 6pm.
- Students are allowed to take up to 1 hours lunch break which can be split up throughout the day if necessary or it can be taken in one go at lunch time. Please try and ensure that this does not interfere with any feeding responsibilities.
- Students are expected to treat their time with WRAS as a work placement i.e. treat it as if it was a paid job.
- Students are welcome to use the landline at the centre to call parents if they feel unwell to arrange a lift, to call someone if they are finishing late, or to arrange a taxi or call a breakdown service if their car has broken down etc. Please ask before doing so.
- Please ensure you obtain all the necessary paperwork for your placement and return it to the relevant person at the college. All attendance sheets must be signed off that same day or they will not get signed.
- During quiet periods Students are expected to use their initiative and work through the "Student's Weekly Checklist" cleaning list and to work with a philosophy of "it's dirty therefore I'll clean it".
- Students must support the volunteers undertaking the morning and evening feed and clean shifts when needed.
- Students are welcome to stop what they are doing in order to watch casualties being admitted or worked on as long as it is suitable to do so.
- The more effort students put in to the cleaning jobs the more effort WRAS's medical team will put into involving students in the more exciting aspects of the charity.
- All students will be given a 'Training Document' when they start their work placement which contains various tasks and activities which they can get involved in, and some background information, these documents should be kept in your pigeon hole to be referred to when needed
- Within the Training Document is a 'Training Checklist' which contains a list of activities which can be signed off by management once completed so that we can keep track of your training. There is also space at the bottom to add your own targets or activities which you want to keep a record of

## Health and Safety

### **Infection Risks**

There are four infection Risk Levels:

- 1) **NORMAL**—No infection risk known.

When cleaning out cages volunteers must wear gloves and change them between casualties.

- 2) **MEDIUM**—An infection which is present which can be passed on to other casualties but not to humans.

When cleaning out cages volunteers must wear gloves and an apron which should be changed between casualties.

- 3) **HIGH**—An infection which is present which can be passed on to other casualties and also of risk to humans via contact with the bedding, cage or casualty.

When cleaning out cages volunteers must wear normal gloves and an apron plus arm length gloves.

- 3) **SPECIAL**—An infection which is present which can be passed on to other casualties and also of risk to humans without necessarily contact with bedding, cages or casualties—i.e. airborne infection, or a notify able disease or the Casualty Centre is within a disease outbreak area ie. Foot & Mouth.

**When cleaning out cages volunteers must wear gloves and follow the infection risk notice on the cage or displayed in the centre, which may include wearing overalls, washing down footwear, face masks, arm length gloves and other additional measures.**

## Vaccinations and Ill Health

Volunteers must be covered by a tetanus vaccination before starting. You will be asked whether you have been vaccinated against Rabies, but this is not a requirement for volunteering. Volunteers should not handle bats without first having received a full course of rabies vaccinations.

We request that all volunteers inform their Doctor that they are volunteering with WRAS when they next. We do not expect you to make a special trip to do so, but mention it in passing so they are aware of the environment you work in, especially if you start undertaking rescue work. This may speed up the diagnosis of any illness in the unlikely event of you becoming ill as a result of volunteering with WRAS.

If you do not feel well after working at the Casualty Centre or after undertaking a rescue and you do not recover within 24hours please seek advice from your doctor. Ensure they are aware that you volunteer with WRAS and come into contact with sick and injured wildlife. If you or your doctor believe that you are ill as a result of volunteering with WRAS we will cooperate with any investigation into the cause.

### Wild Animal Handling and Restraint

Things to Remember:

Keep calm and quiet

Always wear gloves

Only use as much restraint as necessary and avoid sudden movements

Use as few people as possible

Handle for as little time as possible

Consider appropriate safety equipment

Covering the head loosely with a towel helps to alleviate stress

Consider the species involved

## Mammals

### Hedgehogs

- Easy to handle due to their natural defensive mechanism of curling up in to a ball
- If necessary use a towel for the handler's Safety

### Rabbits

- Rabbits are extremely prone to stress so keep handling to a minimum, if possible use a box or a tube and encourage the rabbit in to these rather than handling
- Hold tightly against the body with one hand over the rabbits shoulders and one supporting the rump
- Excessive struggling can damage a rabbit's spine so hold firmly
- Be wary of scratching and biting!

### Foxes and badgers

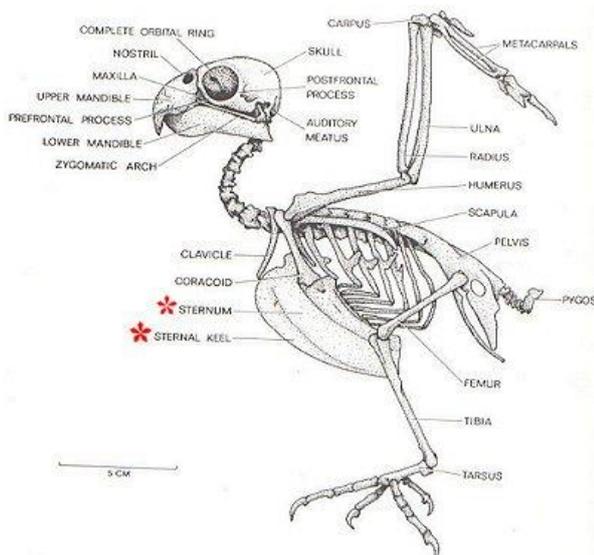
- These animals can be dangerous to handle so never do so without consulting the manager on duty!

### Small rodents

- These are often escape artists so do not handle without permission. If possible, indirectly handle by encouraging them in to a tube / box, most rodents will instinctively run and hide in a dark place

## Birds

- In order to breathe, birds push their sternum in and out to increase or decrease their chest cavity volume, holding a bird too tightly around this area can restrict its ability to breathe!!!
- Gasping or open mouthed breathing may be a sign that a bird is being held too tightly



### Pigeons and Doves

- Using a towel, cover the front of the cage and slowly move towards the back until the towel can be placed over the bird in order to catch it
- Hold the wings secure against the body to prevent flapping, without putting too much pressure on the bird's chest

- For difficult birds, a towel may be wrapped around the body to hold the wings down – ensure that this is not done so tightly that it restricts breathing



### Garden Birds

- Garden birds are extremely delicate, incorrect handling can easily cause wing or leg damage so never handle without permission
- If required to handle garden birds, hold small birds with their head between your index and middle finger whilst the thumb, ring and little fingers hold the bird against the palm of your hand



### Birds of Prey



- Always use caution when handling birds of prey – their talons and beaks are extremely sharp and can cause a lot of damage!!!!
- Cover the bird with a towel before grasping the shoulders to secure the wings, ensure their legs are facing outwards away from you, if necessary or unsure always ask for help
- Thick gloves may be required for particularly feisty or large birds

### Large Birds

- Large birds such as swans and geese may require several people to restrain
- Their wings should be held against their body before placing in a swan bag or equivalent
- When carrying a large bird, ensure the wings are secured and carry the body under one arm whilst supporting the neck with the other hand

## **Safety Precautions**

If you do not have suitable equipment to undertake a rescue or any other task safely, do not undertake the task. Inform a manager and help will be provided. If you do not feel confident enough to undertake the task in hand then ask for assistance and help. If you do not feel safe for any reason please let a manager know so the issue can be addressed.

### **Smoking**

In all areas of the building no smoking is allowed. Please do not smoke directly outside the door. Please move across the drive away from the building and ensure that cigarette butts are extinguished and placed in the bin provided.

### **In case of Fire**

Shout "Fire" and give the location. Tackle the fire using one of the many fire extinguishers located around the centre. All the extinguishers are multipurpose and can be used on any type of fire.

Ensure that someone is calling the fire brigade by dialing 9999 using the landlines, or 999 from your mobile, and that a manager has been made aware of the situation as soon as possible. Evacuate the building as soon as possible, closing all doors as you go.

WRAS cannot force anyone to help with the evacuation of casualties, and volunteers do so at their own risk if they feel safe enough to do so.

Please ensure check out the fire escape routes and the locations of the fire extinguishers, so that in the event of a fire you are familiar with where to go.

### **In case of an injury**

There are two first aid kits. One located in the marked cupboard in the prep room and the other in the Volunteer Room Kitchen. The accident book is located with the first aid kit in the prep room. All accidents must be recorded in the accident book and a manager informed. If a manager tells you to visit your GP or go to hospital you MUST do so and you MUST inform the same manager when you have done so.

### **In case of assault or criminal injury**

If you are concerned about letting anyone in to the centre then please contact a Manager before doing so, for advice and assistance. Volunteers are expected to be polite and professional at all times and violence or aggression towards any other person will not be tolerated and can result in instant dismissal and the police being notified.

WRAS has a zero tolerance to physical abuse and WRAS will co-operate with any police investigations where necessary in dealing with any such incidents.

### **Maintenance of the workplace**

We try to keep the building and working equipment in good repair, please report all damage to the building or equipment to a manager as soon as possible. Please keep rooms as clutter free as possible and ensure equipment and resources are returned to where they belong once finished with.

### **Floors and traffic routes**

Floors and corridors and stairs must be kept free of obstructions, so please ensure coats and other items are placed upstairs in the volunteers area. If you are not sure where an item belongs please ask.

Please do not mop the floor whilst people are still using the area. Wait till they have finished before doing so.

Use the Yellow Slip Hazard warning sign whilst the floor is wet. Do not turn off the outside security lights, this must be kept on at all times.

### **Parking**

Please park head on at the end of the building opposite Unit 1 up against the boundary wall. Please ensure that you park so other vehicles can park safely or pass to get to the other units. Vehicles should only be parked outside the centre whilst unloading.

### **Public Safety - Confidentiality Agreement**

By agreeing to volunteer with East Sussex WRAS, in any role, you are agreeing to abide by our confidentiality agreement.

As such all volunteers will have access to our casualty database for the booking in of casualties and recording finders details and more. All the information on this database is to be used for WRAS purposes only. It should not be used for any other reason otherwise you will be in contravention of the Data protection Act 1998.

You must take every precaution to protect this information and keep it safe from fraud and theft. This information is not to be taken out of the Casualty Centre without the direct permission of a WRAS director. Please do not leave any information on show at home and ensure any data is not copied by anyone or given to anyone who is not authorised by a WRAS director to have access to this information. All printed material should be shredded prior to disposal. Please ensure you keep any passwords confidential.

Please inform WRAS's Office immediately of any potential loss of data.

If you are no longer performing a role within WRAS you will automatically no longer have the necessary permission to access the database and all data printed off or copied must be returned to WRAS as a matter of urgency..

### **WRAS Ambulances:**

**Insurance:** All WRAS ambulances are fully comprehensively insured for anyone over the age of 25 to drive. However this does change annually if the insurer changes.

**Road Tax:** The ambulances are classed as Veterinary Ambulances and taxed as such with the DVLA. These vehicles are primarily used for the transportation of casualties. The vehicles should not be used for any other purpose without seeking permission first.

**Human First Aid:** There are human first aid kits in all the ambulances.

**Seat Belts:** Seat belts must be worn. It is the drivers responsibility to ensure all passengers wear seat belts.

**Accidents and Damage:** All accident and damage however minor MUST be reported to the Fleet Manager as soon as possible. Drivers will be expected to liaise with the insurance company over any damage and repairs where asked to do so.

**Pets in Ambulances:** It is now the policy that pets are not to be transported in any WRAS vehicles at any time, without the permission the fleet manager.

**Fuel Cards:** There are fuel cards with each ambulance and these must be kept in the sun visor for the next person to use. If lost or stolen please inform the Fleet Manager as soon as possible.

**Breakdown.** All WRAS ambulances have breakdown cover. Details are kept in each vehicle. If you need assistance please contact the Fleet Manager.

### **Traffic Violations:**

If you are stopped by the Police , DVLA or another authority, regardless of whether you are fined and regardless of the reason you are stopped, you must report this to the Fleet Manager. Drivers are expected to take responsibility for the payment of any speeding fines or other fines as a result of the way in which you drive a WRAS vehicle. Fines or repairs relating to any vehicle defects will be paid for by WRAS unless the defect was clearly ignored by the driver of the vehicle.

### **Servicing and MOT:**

If you are concerned about any aspect of the vehicles safety or maintenance please contact the Fleet Manager. It is the responsibility of the Fleet Manager to ensure vehicles are routinely MOTed and serviced. If you are assigned a vehicle and it is in need of a service or repair it will be your responsibility to get the vehicle to the garage. Please ensure you pass any paperwork back to the Fleet Manager.

### **Rescue Safety:**

#### **High Visibility Tabards or Jackets:**

High visibility tabards or jackets must be worn by rescuers whilst working on roads, construction sites, railways lines/stations or airports. It is acceptable for a rescuer capturing a casualty to take off their tabard or jacket if this is likely to prevent the casualty from being caught. However, a rescuer wearing a tabard or jacket should watch and monitor the safety of that rescuer and be in a position where the two can communicate easily.

#### **Safety Helmets:**

Safety Helmets must be worn whilst working on construction sites, on ladders, climbing obstacles like trees and scaffolding. It is advisable to wear helmets whilst dealing with some orphaned or young gulls whilst parent birds are dive bombing.

#### **Life Jackets:**

These must be worn whilst working on boats, except on large ferries or similar where it is not necessary to do so, unless there is a real risk of falling overboard. Life jackets must also be worn whilst using canoes, kayaks, or RIBs. They should also be worn whilst working at locations where rescuers could fall into hazardous water like embankments of fast flowing rivers, sea groynes or piers.

#### **Safety Ropes & Harness:**

These must be worn when wading out to a casualty and the depth of water is unknown, the flow of water is fairly rapid, the sediment could cause the rescuer to become stuck or working on steep banks or cliff edges.

#### **Orange Beacons;**

These can only be used on vehicles which are driving 20mph or slower, or stationary whilst dealing with a casualty. The orange beacon should be visible 360 degrees. The use of orange beacons are at the discretion of each rescuer. WRAS does not provide these. Any rescuer intending on using one on their own vehicles should inform the fleet manager first. Orange warning beacons are on some of the ambulances and must be used whilst at rescues in pedestrian areas like town centre precincts or sea-front promenades, on or next to roads whilst dealing with casualties, at airports on or close to a railway line or construction site.

#### **Road Rescues:**

Two rescuers should ideally attend road casualties. The vehicle should be positioned as to help provide safety to the casualty and the rescuers. If it is not possible to safely provide this Sussex Police should be informed and their assistance requested, via the Rescue Co-ordinator. Hazard lights should be turned on whilst stationary and dealing with road casualties. Safety clothing as above applies. If additional rescuers or support is required the rescue co-ordinator should be informed.

#### **Water based rescues:**

These must be attended by at least two rescuers, or a competent member of the public can be asked to assist. Life jackets and harnesses or any other necessary safety wear must be worn. Waders must only be used if the depth of water is known. Otherwise a full wet or dry suit must be used.

#### **Dangerous Locations:**

Unexpected dangerous locations should be reported back to the rescue co-ordinator. The coastguard, local council, Fire & Rescue or Police should be contacted for assistance if required and cleared with the rescue co-ordinator first, except in emergencies.

**Pollution:**

Do not enter polluted water without suitable safety and protective clothing. Check out the type of pollution and consult the Environment Agency as to the type of protective wear which should be worn. Contact the rescue co-ordinator for advice before tackling any rescue where there is pollution. You may be asked to report pollution to the Environment Agency if in-land on rivers and ponds. Pollution on beaches should be reported to the local district, city or borough council's Environmental Health teams. If toxic or hazardous to human health, pollution should be reported to the Fire Brigade and Police. Inform the rescue co-ordinator first, except in emergencies.

**Communication:**

Mobile phones should be taken on rescues. The use of hand-held radios to pass messages to a mobile phone user is acceptable. Before attempting any rescue check the signal coverage and note locations of telephones in case of an emergency.

Ensure you have adequate equipment, protective clothing, safety equipment and resources before attempting a rescue:

If you do not have the necessary equipment, clothing and resources contact the rescue co-ordinator for assistance. It is advisable to wait for help, rather than rush in and lose a casualty. Do not take unnecessary or unsafe risks.

**Damage to equipment:**

These items should be reported to the Rescue Co-ordinator.

**Injuries and accidents, during rescues:**

These should all be reported to the Rescue Co-ordinator as soon as possible. All open wounds should be cleaned thoroughly and covered accordingly. Those injured will be expected to attend the local accident and emergency department if the rescue co-ordinator requests it. A dead rescuer is not a useful one! First Aid kits are carried in all WRAS ambulances and volunteers who use their own vehicles are advised to carry on in their vehicles.

**Ladders:**

WRAS has access to Ladders. Ladders should not be used unless on secure ground and accompanied by a competent person who can hold the base of the ladder. A safety helmet should be used as specified above. If WRAS's ladders are not available or long enough, assistance can be obtained from the local Fire & Rescue Service. The rescue co-ordinator should be consulted before they are called.

**Personal Safety and Security:**

Rescuers are to contact the Rescue Co-ordinator (person sending them out to a rescue) once they arrive on site before catching the casualty if a complicated or difficult, or long winded rescue; or after they have the casualty if a simple collection or easy capture. This is to discuss options both rescue, treatment and location of where to take; and for the purpose of logging their location and safety. Then rescuers are to phone in again once the rescue is ended and they are home / free from rescue.

Rescuers can ring the rescue line (or someone else) if worried about a situation, and keep the line open so the situation can be monitored until resolved.

Where possible two rescuers should attend rescues in the dark, however we appreciate this is not always feasible or practical. When attending calls on your own it is even more important that you confirm that you have arrived at a scene, and when you have finished a rescue. If you are flagged down or pull over because of someone flagging you down, lock the doors to the ambulance and wind down your window less than 1 inch in order to talk to the person but do not get out of your vehicle until you feel safe to do so. If necessary call in to the Rescue Co-ordinator and advise of the situation first giving you location and details first. If the rescue co-ordinator does not hear from you within 5 minutes they will call you back. If they do not hear from you within a further 5 minutes they will contact the police.

## **Opportunities to expand your role as a volunteer at WRAS**

There are several ways through which you can expand your role as a volunteer at WRAS such as through fundraising, rescue work, crop feeding or baby bird rearing.

As a 24 hour a day rescue service, we have rescuers who work day shifts (10am—6pm), evenings (6pm - 10pm) and even shifts during the night. If you are interested in becoming involved in rescue work, contact Trevor for more information.

Crop feeding is a year round job so volunteers are always needed to help either before or after their clean and feed shifts at 8am or 7pm, whilst baby bird rearing is a spring / summer activity when volunteers are needed for morning (7am—9am) and evening (6pm—10pm) shifts, please contact Lindsay if you would like to be involved with either of these.

### **Crop Feeding**

Crop feeding is the method of placing food directly in to the crop of a bird. For young birds, this replicates the parents regurgitating 'crop milk' – a secretion from the lining of the crop – in to the mouths of their young. Underweight birds are also crop fed to increase their food intake in order to put on weight.

Crop feeding is only performed by trained persons, if you are interested in training to crop feed then please contact Lindsay direct.

### **Baby Bird Rearing**

WRAS cares for hundreds of sick, injured and orphaned young birds during spring and summer. Depending on their age and condition, they may need feeding as often as every 15 minutes between 7am and 10pm. In order to cope with this demand, we have an orphan rearing team who are responsible for the feeding and care of these birds in different shifts of 7am-10am, 10am-2pm, 2pm-6pm and 6pm-10pm. If you are interested in joining the team, then please contact Lindsay for further information.



### **Rescue Work**

WRAS relies on volunteer rescuers to travel throughout East Sussex collecting sick and injured wild animals. The role varies from simple collections of animals in boxes, to more complicated rescues requiring problem solving and patience. Rescuers generally work either day shifts (10am-6pm) or evening shifts (6pm—10pm) although there is some flexibility in this. If you are interested in rescue work then contact Chris for more information. Ambulances are available for use with rescue work for those over the age of 25.

# WRAS Contacts:

WRAS Chairman: Monica Russell

Directors:

Kathy Martyn, 07931519646

Monica Russell, 07545837228

Murrae Hume, 07815070432

Finance Director, Charity Secretary & Fleet Manager: Murrae Hume 07815070432

Operations Director: Trevor Weeks 07931523958

Senior Care Centre Managers: Lindsay Redfern 07969464052  
Kathy Martyn

Care Centre Manager: Chris Riddington 07931518492

Assistant Manager: Kirsti Sibbald

Fundraising / Events: Lindsay Redfern  
Chris Riddington

Volunteer Co-ordinator: Kathy Martyn 07931519646

Orphan Team / Student Co-ordinator: Lindsay Redfern

Care Team:

Trevor Weeks, Kathy Martyn, Monica Russell, Lindsay Redfern, Chris Riddington, Kirsti Sibbald

WRAS Vets:

Simon Harris , Chris Halls, Mike Symmons

Reg Charity 1108880

E-mail: [trevor@wildlifeambulance.org](mailto:trevor@wildlifeambulance.org)

Office: 01825 873003

24 Hr Rescue Line: 07815-078234

[www.wildlifeambulance.org](http://www.wildlifeambulance.org)

[www.facebook.com/wildlifeambulance](http://www.facebook.com/wildlifeambulance)

[www.youtube.com/user/eastsussexwras](http://www.youtube.com/user/eastsussexwras)

The Casualty Care Centre is registered as a Veterinary Premises with the RCVS. WRAS is also members of the European Wildlife Rehabilitation Society, British Hedgehog Preservation Society, British Wildlife Rehabilitation Society.

Up to date as of 29th of April 2015.

# Risk Assessment (Including COSHH).

What are the Hazards?	Who might be harmed & how?	What are you already doing ?	What further action is necessary?	Action by ?	Action when?	Done?
Wet floor after cleaning or during wet weather.	All volunteers and visitors to the Casualty Centre could slip resulting in various injuries.	A volunteers are instructed to use a yellow warning sign in the prep. room when the floors are wet. Two floor tiles are placed by the entry door to help dry footwear to reduce the amount of water walked into the centre..	Warnings of the danger of wet floors to be added into the induction of new volunteers.	Trevor Weeks	As of 9th Nov 2010	Yes
Bite risk from casualties.	All volunteers at the Casualty Centre or rescuers could be bitten.	Orange warning signs are displayed on cages where there is a known bite risk. Only authorised and trained persons for each species should attempt to handle any bite risk animal. Larger and more dangerous casualties should not be handled during feed & clean shifts and the cage divider used to clean half the cage at a time without the need to handle the casualty. A face guard is used on foxes and badger in situations where the animal poses a bite risk during handling.. Large birds like gannets with sharp beaks should have their beaks held at all times during assessments to ensure they do not bite.	Volunteers to be advised that they should not handle any casualties they do not feel confident in handling and to inform the supervisors if they are unsure and need help. This is also to be covered in the induction of new volunteers.	Trevor Weeks	As of 9th Nov 2010	Yes
Injury or infection from new or used needles and syringes.	All volunteers and visitors to the Casualty Centre could be accidentally injected resulting in infection or illness from discarded needles and syringes.	Only authorised persons are allowed to handle needles and other sharps. All should be disposed of in the sharps bin located in the first aid room. Authorised persons are told that sharps should be disposed of into the sharps bin as soon as possible after use and not stored up till the end of the medication shift. Sharps are not to be taken out of the main hospital area into the staff room, kitchen or meeting rooms.	All authorised persons undertaking medication shifts are to check the main hospital for sharps and needles after each medication shift. Volunteers at the centre are to advise or inform a supervisor of any needles or sharps found anywhere within the centre and not to touch the object without gloves and to take extreme care..	Trevor Weeks	As of 9th Nov 2010	Yes

Food poisoning or illness from handling casualties and their food.	All volunteers at the Casualty Centre could become ill as a result of handling wildlife casualties and not taking appropriate precautions.	All volunteers must wear gloves when handling or clean out any casualty/cage. Work surfaces must be wiped down on a regular basis. No casualty is allowed upstairs into the staff / meeting area and kitchen.	Notice to be placed at bottom of stairs advising volunteers not to take casualties up stairs nor wear gloves and aprons up stairs etc.	Trevor Weeks	As of 17th Nov 2010	Yes.
Trip hazard from electrical cables.	All volunteers and visitors to the Casualty Centre could trip over cables if cables are not marked or obvious, or inappropriately laid.	All cables to be laid behind cupboards where possible out of the way.	New power points to be installed where needed to reduce the need for extension cables. Warning signs to be used where cables cross floors. Excess cables to be tied back with cable ties.	Trevor Weeks	As of 20th Dec 2010	In progress.
Risk of poisoning or illness from handling cleaning agents and medication.	All volunteers and visitors to the Casualty Centre could become ill from inappropriate use of cleaning agents or medication within the centre or from spillages or lack of suitable precautions taken.	Volunteers are advised to use gloves whilst working in the rescue centre and advised to mop up any spills. Only authorised persons are allowed to use medication and spillages are to be reported to supervisors and cleaned up accordingly to manufacturer guidelines. Cleaning agents are to be stored in designated areas only and away from both animal and human food sources.	Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.	Trevor Weeks	As of 1st Dec 2010	In progress.
Risk of injury from broken glass if windows are damaged.	All volunteers and visitors to the Casualty Centre if an internal window is accidentally damaged or smashed.	The internal windows within the Hospital are laminated to prevent glass breaking and shattering causing harm to volunteers and animals.	Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.	Trevor Weeks	As of 1st Dec 2010	In progress.
Fall risk from use of ladders undertaking maintenance work or rescues.	All volunteers at the Casualty Centre and those close by where ladders are used inappropriately.	Ladders are only to be used when two or more people are present, and one person must hold the ladder secure. Ladders must be placed on even ground or not used.	Maintenance persons are to be advised of basic safety use of ladders.	Trevor Weeks	17th Nov 2010	Yes.

Trip or injury hazards from open cupboards.	All volunteers and visitors to the Casualty Centre could hit their heads or trip over open doors.	Current volunteers have already been warned to keep cupboards closed when not in use.	New volunteers will be advised during their induction to ensure cupboards are left closed when not in use, as well as to take care during "Clean & Feed" shifts when cupboards are likely to be in use.	Trevor Weeks	As of 17th Nov 2010	Yes.
Trip or slip hazard from spilt seed or other food.	All volunteers and visitors to the Casualty Centre walking through the prep room or casualties rooms could slip on spilt seed resulting in injury.	Brushes, mops and dust pans are already provided to ensure volunteers are able to clean up spillages of any nature whilst working at the centre. A warning triangle is available for use when there is a slip risk.	Volunteers during their induction are to be advised about the use of the "Slip" risk sign, and told to clear up any spillage regardless of how small as soon as it occurs.	Trevor Weeks	As of 17th Nov 2010	Yes
Burn risk from over heating "snugglesafe" heat pads.	All volunteers at the Casualty Centre could scold / burn themselves if heat pads are over heated resulting in the internal gel leaking.	Volunteers are already advised during their induction how to use "snugglesafes" and how to heat them safely. Volunteers are also told to check heat pads before removing them from microwave to ensure they are not damaged. Volunteers are advised to cut the heating time by half if heat pads are already warm.	Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.	Trevor Weeks	As of 1st Dec 2010	In progress.
Fire & burn risk from heaters.	All volunteers and visitors to the Casualty Centre could be at risk of fire / burns if heaters are obstructed or covered resulting in a serious fire and potential loss of life.	Volunteers are advised during their induction not to place any materials over or in front of the heaters. Volunteers are also told not to touch or move heaters. Concerns are to be reported to a supervisor as soon as spotted.	Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.	Trevor Weeks	As of 1st Dec 2010	In progress.
Picking up infections from infection risk casualties.	All volunteer and visitors are at risk of picking up infections and illness from casualties.	All casualties are assessed for risk to other casualties and volunteers and where a risk is identified either a medium or high risk notice is to be displayed on the door to the room where the casualty is being kept as well as on the clipboard/cage of the casualty. Volunteers are taught during their induction that for medium risk casualties they must wear an apron and gloves or for high risk casualties they must also wear arm length gloves. These gloves and aprons are available to all volunteers regardless of the risk status of the casualty and volunteers are encouraged to wear them if they feel more comfortable doing so.	Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.	Trevor Weeks	As of 1st Dec 2010	In progress.

<p>Risk of Explosion from compressed air cylinders.</p>	<p>Occasionally compressed air cylinders are used from marine life training courses and for marine life rescues, and rescuers and the public could be at risk of explosion if not stored or maintained properly.</p>	<p>Air cylinders are transported lying down (never standing up) and must have towels, blankets or other suitable soft items used to prevent them rolling/ moving around. Only person trained in marine life rescue with BDMLR are allow to carry and use compressed air cylinders.</p>	<p>Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.</p>	<p>Trevor Weeks</p>	<p>As of 1st Dec 2010</p>	<p>In progress.</p>
<p>Risk of lung diseases from breathing the build up of dust in cages / rooms from birds.</p>	<p>Risk is low but possible where birds are moulting and shedding feather and working in close proximity to such birds in confined areas.</p>	<p>Volunteers have access to face masks to wear whilst cleaning out cages which are dusty.</p>	<p>New volunteers will be asked to wear face masks when dealing with such environments and advised not to place their heads inside dusty cages without spraying the cage first. Current volunteers to be given a copy of the new Volunteering document to remind them of health and safety issues.</p>	<p>Trevor Weeks</p>	<p>As of 1st Dec 2010</p>	<p>In progress.</p>