



*Hedgehog
Bottom*

Animal Shelter

VOLUNTEER HANDBOOK

Contents

VOLUNTEER WELCOME LETTER	3
INTRODUCTION	4
MISSION STATEMENT	4
HISTORY	4
DEFINITION OF VOLUNTEER	6
Volunteer Qualifications	6
Duke of Edinburgh Award	7
Volunteer Duties	7
Volunteer Opportunities	7
Training	8
Public Information	8
CONFIDENTIALITY OF FINDER INFORMATION	8
Volunteer Scheduling and Recording of Service Hours	9
HANDLING OF ANIMALS	9
SHELTER MAINTENANCE	10
OFF-SITE EVENT PROCEDURES	12
Personal Appearance and Hygiene	12
SAFETY PROCEDURES	13
Control of Substances Hazardous to Health (COSHH)	13
Accident Reporting	13
Restricted Areas	13
Safe Lifting	14
VOLUNTEER WELFARE	15
INFORMATION REGARDING EUTHANASIA	17
COSHH Safe4 DISINFECTANT Concentrate	20
COSHH Safe4 Hand Scrub Concentrate	22
PROFESSIONAL STANDARDS	25

VOLUNTEER WELCOME LETTER

Dear Volunteer:

On behalf of Hedgehog Bottom, I want to welcome you to the rescue team. We are pleased that you want to give your time and efforts to assist us with caring for the animals in our facility. The task of helping animals is not always an easy one, but it can be a very rewarding experience.

Your personal motivation to seek volunteer opportunities with us for whatever reason: your love of animals, desire to serve your community, desire to develop your personal skills or whatever prompted you to consider giving your time to the animals we serve, will hopefully develop into a long term relationship with us, as we partner to make a difference.

It is our hope that through the Volunteer Program, we can enhance the ability to promote animal awareness within our community, educate the public about treatment and safety, and promote the need for responsible stewardship.

While there will be some details to work through, such as completing a volunteer application, attending an orientation session and accepting some hands-on training before you get started volunteering for us but this is not too onerous, we are excited that you have an interest in working with us and look forward to meeting you, getting to know you and working together with you.

Remember, we are here to help you as you begin your volunteer work. Please do not hesitate to ask for assistance, as you learn and grow with us.

Gill Prince
Owner/Manager

INTRODUCTION

Welcome to the Hedgehog Bottom Shelter Volunteer Program. We are excited and pleased to have you join our team. This handbook is an information tool to help you learn about our service and also guide you as you begin your volunteer work with us.

Feel free to ask questions. We believe all questions are important, so please do not hesitate to ask.

MISSION STATEMENT

- To care for sick, injured or orphaned hedgehogs using veterinary guidance.
- To release all animals that are deemed capable of surviving in the wild.
- To find release sites for animals that are compromised but capable of living a near normal existence in a protected area.
- To increase public awareness about the decline in hedgehogs, the hazards they face, and to encourage children to respect hedgehogs and take an interest in them
- To assist in scientific and behavioural research as we are able.

HISTORY

Hedgehog Bottom is based in deepest darkest West Berkshire. West of Reading, east of Newbury. Thatcham to be precise.

We are a 'Small Charity' which basically means that we are a non-profit organisation.

We do not receive operating costs from Government or the Lottery. All expenditure is covered by ourselves, either from our own pocket or by donations from finders and well-wishers.

100% of all income is spent on the animals. There are no staff salaries, vehicles or other non-essential expenses taken out of the pot.

In common with other rescue centres for these endearing little prickly creatures, we didn't set out to be one. In fact, if it hadn't been for the floods in 2007 I doubt we'd have anything other than the cats we'd been taking in.

Why the floods? Well, the fencing fell down and when the man came to install new posts and panels, he raked up a pile of leaves which promptly jumped up and ran off down the garden.

Closer inspection revealed a little chap who was now hiding under a large pile of rubbish intended for the tip.

It didn't get to the tip for some months as I didn't have the heart to turf the poor little boy out. Part of the guilt necessitated making sure he was well and made it through the winter, so I hopped online and started some research.

First, catch your hog...

"Pick the hog up and weigh it" said the instructions. It sounded so simple but after an hour or so of flying rugby tackles into bushes, we named the hoglet Speedy Gonzales and resorted to putting his food dish under a stick and lid contraption – string round the stick, wait, pull.

It worked, he was duly weighed, cleared, returned outside, given regular food and water and monitored until he went into hibernation.

Hook, line and sinker

The experience of dealing with Gonzales and the relief when he re-emerged in the spring left me amazed at how amenable, trusting and just darn cute these guys are, so when a tiny baby staggered out from a bush and dropped at my feet one boiling hot day, I was hooked.

An outside camera was duly purchased to watch for others in trouble and the first winter we housed between 6 and 8 that wouldn't have made it by themselves.

It's all gone mad!

Now we have a constant stream of them going through. The winter of 2012/13 saw us packed to the rafters with cages stacked on top of cages.

We are still a small home based set-up and I've had to find foster carers for some of the healthy hedgehogs that just need overwintering and feeding or we'd have disappeared under the onslaught.

Well over 100 hogs, whilst delightful and extremely rewarding, are a heck of a lot of work and cost a fortune to feed.

We never turn a hog away. There are occasions when for some reason or another that we just can't get our hands on them, in those cases we try to offer advice and link the hog up with the expertise it requires. We deal with most problems on site. Anything out of the ordinary is taken to our wonderful vet and if they can't deal with it, then the animal will go to the experts. Broken legs for example will sometimes go to St Tiggywinkles where they have had huge success repairing them.

We currently have space for 80 hedgehogs but often manage to squeeze in more. During the summer it's easier as hogs are released as soon as they are well.

Spreading the word

We are doing our best to get the word out about the plight of our Hedgehogs but we could do with some help. We can give talks to schools and other groups without too many problems but fund-raising can be time consuming especially when you have sick hogs to care for. Volunteers to assist in all areas are happily welcomed.

DEFINITION OF VOLUNTEER

A volunteer is an individual eighteen (18) years of age or older, who without compensation or expectation of compensation, performs a task at the direction of the manager or senior volunteer. We often get asked to take under 18s and on occasion we will do but only under a specific set of circumstances. Those are:

Duke of Edinburgh Award – please check the terms before applying
Work experience or work prep coming in via West Berkshire Training Consortium

How To Become A Volunteer

Persons interested in volunteering for Hedgehog Bottom should contact us by phone, email or complete the application form.

1. After the application has been submitted the volunteer will be scheduled to attend an orientation to get acquainted with the operation and to discuss which areas the applicant would like to serve in. The purpose of the session is to give applicants an overview of the volunteer opportunities available.
2. Upon completion of the orientation session, following the interview and depending on the areas of interest, one or more hands-on training sessions will be scheduled. The purpose of the training is to teach the volunteer specific job duties and to ensure the volunteer is prepared to serve in the assigned capacity.
3. All volunteers will be required to read the handbook, sign, and submit the appropriate forms before starting service at the shelter.
4. Once steps 1-3 are complete, the manger will schedule volunteer opportunities.

Volunteer Qualifications

- Positive and friendly attitude to people and animals
- Willingness to promote Hedgehog Bottom to bring in funds at every opportunity
- Commitment to follow the policies and procedures of the rescue
- Ability to work with staff, volunteers and visitors
- Willingness to meet the minimum volunteer commitment of three (3) hours per week
- Must complete appropriate forms due to insurance requirements
- Must be at least 18 years of age unless DofE (Silver/Gold) or WBTC applicants

Duke of Edinburgh Award

We will consider those pursuing the Silver or Gold awards but are no longer able to take Bronze unless the candidate is willing to do a minimum of 3 hours per week. Although the DofE handbook says 1 hour, a one-hour shift is of no value to us or the candidate and often results in extra workload for the rest of the volunteers.

All candidates must agree to attend weekly (barring camp attendance or family holidays) for their 3-hour shift. We have in the past had candidates assume that they only had to come in every 3rd week due to the longer shifts, be aware this is unacceptable, if you wish to work with animals you have to put the hours in. The rescue has often turned down other volunteers in order to accommodate you, we do not have to assist you to complete your award so please respect our requirements.

ALL DofE will required to:

- Turn up for every shift on time
- Sign in and out for their shift
- Complete the diary for any DofE scheduled days as soon as they are known
- Complete the diary for any other leave AT LEAST 2 weeks in advance to allow for cover to be arranged.
- Provide the name and contact details for their DofE co-ordinator

Sudden absences with little or no advance warning cause immense problems for the rescue. Anyone repeatedly taking time off at short notice, unless on exceptional circumstances, will have their volunteer status rescinded.

Volunteer Duties

Hedgehog Bottom volunteers assist other personnel with daily operations and with special events. Duties may include:

- Feeding, weighing and grooming the animals
- Assisting finders and foster carers with information on animals
- Cleaning the animal cages and/or hutches
- Cleaning and organizing food storage/prep area
- Sweeping/cleaning room and floors
- Working at and assisting with off-site fosters and other special events

Volunteer Opportunities

The following volunteer opportunities exist:

Administrative Support: Provides assistance with office operations such as: assisting the public with information, foster animal information, filing, typing, answering telephones, and other office work, as needed.

Fund-raising Assistant: Researching opportunities, applying for grants and organising donations

Shelter Attendant: Provides assistance with feeding, watering, cleaning and maintaining the cages, pens and hutches for the comfort of all animals housed in the shelter.

Fostering Assistant: Provides assistance to prospective foster carers by relaying any information that the interested party needs to make an educated decision, visiting premises and ensuring required conditions are met.

Special Events: Assists with a variety of special events including off site education and fund raising events.

Education/Outreach: Speaking and providing handouts at schools, churches, civic groups etc.

Collections Assistant: Picks up animals from finders and delivers them to the rescue or our vet. Collects animals from the vet for delivery to the centre.

** Other opportunities will be created from time to time. If you have a special area of interest or expertise, please feel free to suggest it.

Training

There is a basic First Aid course for hedgehogs available run by Vale Wildlife Hospital near Tewkesbury in Gloucestershire on alternative months throughout the year. We are happy to pay the fees for anyone who wishes to do the course but you will need to arrange your own transport to and from the course.

It takes place at their premises starting at 8am finishing at 5.30 and gives hands on experience of working with the animals, medicating, microscopy etc. There is a certificate on successful completion.

Please talk to the manager about booking this.

The rescue, and resident animals, rely on volunteers to be dependable and effective during volunteer hours by following established policies and guidelines. This allows us to operate smoothly, providing maximum benefits to the animals and volunteers. Volunteer efforts are greatly appreciated, and it is important that every volunteer and resident animal, encounter a rewarding experience from the volunteer program. Every effort will be made to ensure that your service is the best fit for both, volunteer and animals.

Public Information

Any information produced for the purpose of distribution to the general public must be reviewed and approved by the manager prior to being distributed. Volunteers are required to maintain a high level of confidentiality regarding active cases due to GDPR; therefore, conversations regarding such animals are prohibited.

Under no circumstances will any volunteer talk to the press about the rescue, the animals, staff or procedures without express permission of the manager. The press is only too keen to find a story and volunteers giving out incorrect or confidential information can cause us immense problems.

If you are approached by the press, radio, TV or anyone else asking for information please refer them to the shelter manager.

Be especially careful about conversations on Facebook. The press does monitor local pages for stories.

CONFIDENTIALITY OF FINDER INFORMATION.

Information contained on the hospital admissions sheets that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information is confidential and covered under the

General Data Protection Regulation (GDPR) 2018. The information may be disclosed only to a government entity, their representative or the Police for purposes related to the protection of public health and safety. Therefore, volunteers who may help with paperwork, filing or data entry tasks, must be careful with this information and use it for its intended purposes only.

Volunteer Scheduling and Recording of Service Hours

All volunteers will be asked to work a scheduled shift according to how many volunteers are active.

The scheduling will be done by the manager or senior volunteer taking into account availability. Volunteers will be responsible for scheduling their time and showing up for work at that time. If the volunteer is unable to come on the days scheduled, it will be their responsibility to contact the rescue in good time for a stand-in to be organised.

If the volunteer misses more than two (2) consecutive shifts without notifying us, their slot will be filled with another volunteer if there is a waiting list.

A volunteer service record log will be kept at the Animal Shelter and every volunteer will be required to record the date worked, time in and out, and the total hours worked. Whilst this may seem onerous at the time it enables us to provide a prospective employer with information if references are required.

HANDLING OF ANIMALS

Hedgehogs

All hedgehogs, when removed from cages, will be placed in a secure holding box. Be sure the animal is covered and cannot climb on anything to escape. Care should be taken to check any labelling on cages warning of infection control, hygiene requirements or special protection required.

Injured Animals

Volunteers should not handle ANY injured animals without specific permission. If a volunteer notices an injured animal, they should immediately notify the manager or a senior volunteer.

Babies, Nursing Mothers

Extreme care is required when dealing with these. Handling very young babies can result in the mother feeling threatened and killing the infants. Excess noise may result in a similar outcome. On arrival there are specific procedures that must be followed to ensure the safety of all the animals.

No volunteer will be allowed to work with mothers or babies until they have proven experience working with adults. Whilst we appreciate babies are extremely cute they are also very easy to kill when you don't know what you're doing. Anyone wishing to help with feeding will be required to commit to a number of hours each day over at least a week. It takes several feeds to get the feel of the correct process without drowning the infants and this cannot be gained as a one-off. The babies grow rapidly and by the following week everything will have changed.

Exotics

Rescues often receive deliveries of unwanted exotics kept as pets. Whilst we are most likely to see African Pygmy Hedgehogs, it is perfectly possible for us to get spiders, snakes, lizards and other non-natives. Under no circumstances will any volunteer attempt to handle any of these until they have been identified as non-

poisonous, nor will boxes be opened in such a way that the contents can escape. We have links with species specific rescues and they should be called for advice before ANY action is taken

Other species

Occasionally other species such as birds, rabbits, squirrels, bees, bats and mice are on site. Under no circumstances will any volunteer work with these unless specific permission has been given by the manager and individual training undertaken. We DO NOT accept delivery of large animals such as deer or badgers. These can be extremely dangerous, we do not have the holding facilities and the caller should be referred to the RSPCA, vets or larger wildlife rescues.

SHELTER MAINTENANCE

Animal Notes: Each animal has notes and these are attached to the cage. These notes can mean the difference between life and death. It is vitally important that volunteers take them extremely seriously and treat them with great care. Mixing the notes of two animals can mean that incorrect medication is given or a dose missed. Losing notes means vital information is lost.

Disinfectants: Proper and timely application of veterinary disinfectants is essential for sanitation and disease control and is done on a daily basis. Care should be used when handling and gloves should be worn at all times while using the concentrates. Any volunteer wishing to dispense the cleaning chemicals must first receive specific instruction. Whilst safe at recommended dilution rates the concentrates may not be.

Animal Feed: Bags/boxes should be removed and placed in the recycling containers. Meat containers are to be kept covered at all times to avoid contamination and stored in the fridge if partially used. Tins should be rinsed out prior to recycling but do not to put a hand inside the tin to wipe it out, the top edges can be extremely sharp.

Deceased Animals: Volunteers should not handle deceased animals. If you find one notify a senior member immediately. Do not put a live animal back in with a dead one.

Cage maintenance: There are a number of different types of cage but all require similar treatment.

Before starting look carefully at the arrangement and contents of the cage. You will need to replicate this. This is particularly important when heat pads are in use. Make sure you replace the mat so that none of the cables run under or over the mat as this causes a loop and can fry the mat. These are not cheap to replace.

DO NOT take the lids off the cages with grilles on top without express permission and instruction.

Although it looks straightforward there is a specific way of putting most of them back on and getting it wrong means a cracked lid which cannot be replaced. Replacing the cages is not cheap.

- Remove and wipe down the lid or lift the grille. Some lids are hinged and should not be removed.
- Extract the occupant/s, *carefully* place in a holding box and cover either by closing the lid or using bedding, which minimises stress.
- Remove and check bedding for soiling. Soiled or wet bedding should be placed in a Milton bucket after removing any soiling or newspaper stuck to it.
- Remove food bowls
- Remove paper, soiling and spilt food using paper roll
- Spray well with veterinary disinfectant and wipe with paper roll
- Add new flooring – this could be newspaper to *at least* 4 sheet thickness or puppy pads
- Replace or add new bedding, if a bed box is present, check for soiling and clean as per cage
- Wash and dry food bowls in hot water, replenish and place in the cage
- Weigh the animal and complete his/her notes. Any unusual weight loss or gain, skin issues or injuries not previously noted should be written in the day book

- Replace the animal/s and securely fasten the lid. Please double check this, escapees can be in danger and we do not want to spend hours turning the place upside down looking for them.
- Check the holding box and scales for soiling and clean as necessary before using it for another occupant. This is vitally important if we are to avoid disease transfer

NB. Never leave any animal unattended in a cage with a lid off or door open. Always secure it before leaving the room even for a minute. NO EXCEPTIONS.

Cleanliness: If you drop paper or faeces on the floor whilst cleaning cages please pick it up immediately. If you don't it will get walked all over the floor possibly spreading disease.

End of shift: Please ensure you leave the place tidy; we are subject to unscheduled inspections.

Brush mess from the floor, wipe down surfaces in the kitchen, empty washing up bowl and filter tray, take recycled food bags out and put them in the green bin, black rubbish bags should be squashed, tied and placed in the commercial waste bin.

OFF-SITE EVENT PROCEDURES

Volunteers may have the opportunity to assist with and work at various off-site events.

Volunteers desiring to assist with and work at these will be required to attend a volunteer orientation session as well as training sessions at actual events. The off-site training will be conducted by the volunteers that have been selected by the manager to conduct such an exercise. Individuals selected to provide the training, along with the manager will determine how much training an individual will need and if/when the volunteer is ready to work at an event unsupervised.

Volunteers working at off-site events will be expected to know how to answer questions commonly asked regarding the animals, and general questions surrounding the rescue process, causes and solutions.

Because many of the people spoken to may not visit our shelter, their experiences and opinions of the shelter will come solely from the interaction they have with off-site event volunteers, therefore, these volunteers will be considered ambassadors for Hedgehog Bottom and must possess skills to conduct themselves in a professional and courteous manner with everyone. The main objectives for these volunteers to accomplish will be to showcase the rescue, to answer questions and to promote a positive image of us and the animals we work with.

Members of the public may ask difficult questions. If you do not know the answer, do not make one up, you will be wrong. Whilst you may look knowledgeable at the time it will make you look silly once the correct information gets out there and it could cost the life of a hedgehog. There is no shame in saying "I don't know; hang on I'll find out for you". Either ask the manager, a senior volunteer or refer the questioner to our web site where there is a contact form.

Personal Appearance and Hygiene

Volunteers should be dressed and groomed in a manner that is clean, neat, and professional and that will not be a health or safety hazard while at the shelter or at any sponsored event. Clean jeans and a sweat top with sensible shoes so you don't break your ankle are fine.

Volunteer identification will be worn at all times while on duty at external events. Proper dress is a necessity for public contact as it reflects on the person and the rescue. Clothing, which in the opinion of the manager would be deemed inappropriate, offensive or a safety hazard will not be allowed.

Any open shoes such as flip-flops or bare feet are prohibited for your own safety. Volunteers should wear comfortable, washable clothes. Jewellery is discouraged due to its propensity for falling off into animal cages where it may be eaten causing choking hazards.

Each volunteer is required to attend to his or her personal grooming so as to present a good public image at events. We don't expect you to appear in designer originals but neither do we expect ripped jeans, inappropriate T-shirts or half your backside on display. Where possible volunteers will be given a branded top, jacket or lanyard to wear.

SAFETY PROCEDURES

In an attempt to minimise accidents and injuries, the need exists for recognizing and following good safety principles. To accomplish this, staff will provide all reasonable safeguards to ensure adequate working conditions. The cooperation of the volunteer in the observance of this policy will assist in providing safe working conditions and accident free performance.

1. Each volunteer shall be required to attend volunteer training. Training consists of verbal and hands-on instructions given by the manager or senior volunteers. The length of the training is dependent on the task to be performed and the speed at which the volunteer learns.
2. The rescue will provide safety equipment for all aspects of the job. Before any equipment is used by the volunteer, they will be fully trained in its use. No volunteer will be asked to use equipment for which they have not received training.
3. This document cannot anticipate all areas of potential injury or threat to safety and therefore it is expected that the volunteer will use good judgement and common sense when involved in shelter activities.
4. Any accidents or injuries, no matter how slight, must be reported immediately and a report filed. This includes bites and animal scratches.
5. Under no circumstances shall a volunteer be requested to handle or be exposed to any wild or dangerous animal, nor anything which is known to be harbouring an infectious disease, which may come into the custody of the shelter. Cages labelled 'do not touch' or 'wear gloves' are labelled for a reason, for your own safety please respect this.
6. All volunteers are responsible for making sure they have up to date cover for Tetanus.

Control of Substances Hazardous to Health (COSHH)

These sheets provide important information for all hazardous substances to which volunteers may be exposed. COSHH explain what safety precautions and equipment to use when working with these substances. The COSHH sheets are updated as needed and are available to the volunteers. The COSHH binder is located in the hospital.

Accident Reporting

All volunteer accidents, injuries, and illnesses must be reported immediately to the manager or other staff member in his/her absence. A written report will be kept on file.

Restricted Areas

The volunteers and the public are not allowed inside any controlled access area. These are designated as restricted to protect the volunteer, the animals, and the shelter. Volunteers will be briefed on these areas during orientation.

The restricted areas are currently: ICU.

Volunteers will not be allowed to deal with pregnant females, new-born litters, nor feed babies until significant experience and express permission from the Manager has been gained.

Safe Lifting

There may be hedgehogs housed in crates that are stacked. It is too easy to just grab them and swing them onto the floor. Whilst every effort should be made to prevent the hedgehogs from being thrown around inside the crates you must also be very aware of your lifting techniques to avoid damage to your back.

Over the years we have tried a number of cages and housing methods and until the rescue can afford to buy proper veterinary cages which will cost around £12,000, crates are the best and easiest options for both animals and cleaning crews.

The worst thing you can do is lean over to grab the back of the crate and lift. Your body is off balance, your spine is out of alignment and you are relying on back muscles to take the strain. This is particularly the case with crates in middle stacks. The following procedure will ensure minimum strain and therefore avoid back pain and injury.

1. Drop the handle on the crate immediately below the one you are about to lift
2. Take hold of the handle at the front, lift an inch so that the base insert is clear of the lid below
3. Slide the crate towards you until the back of the crate is just resting on the front of the one underneath
4. Still holding the front handle, move to the side so that the crate is squarely in front of you
5. Take the rear handle and bending your knees, lift the crate. Keep your body very close to the crate you are lifting, keeping the centre of weight 20cm from your body.
6. Move your feet, **do not twist from the waist**, keep your back straight then bend your knees and get down in a squat position to place the crate on the floor.



Reverse this process to re-stack, finally locking all the front handles back in place.

Cleaning the bottom crate or any crate or cage on the floor, if you cannot raise the crate to working height using the method above, get on your knees to clean, do not try to do it from a standing position. If you are unsure of this process, please ask for it to be demonstrated. This is particularly important for younger members of cleaning crews who still think they are bulletproof.

NB. Concentrate on what you are doing. It is all too easy to lose concentration, lean over to grab a crate and damage your back in one lift. If you start by doing it the correct way, it will eventually become second nature.

VOLUNTEER WELFARE

Drinks and food

Tea, coffee, water and juices are available for volunteers.

You will be shown the location of these as well as milk, sugar, cups and glasses that may be used. You may bring your own drinks with you if you so wish. These should be left on the work-surface in the kitchen to avoid spills and contamination.

If you bring food or snacks these **MUST** be left in the kitchen and you are strongly advised to remove your gloves and thoroughly wash your hands before touching it.

Toilet facilities

The bathroom is upstairs on the first floor. Please be careful using the stairs as they are 500 years old, steep and with no handrail.

Once at the top of the stairs go straight along the corridor and the bathroom is on your **RIGHT**. There are two low steps outside the bathroom, pay attention so that you don't trip up them. During the winter with low light levels, switch on the light from the bottom of the stairs before going up so that you can see clearly.

If there is no toilet roll there is normally a stock of them in the cupboard next to the door.

Rest breaks

If you need a break there are chairs available in the entrance hall. In dry weather there is a table and chairs in the garden.

Smokers are requested to use the garden.

Mobile phones and radios

Please do not take mobile phones or radios into the hedgehog room to avoid stress to the animals.

If you need to use your phone, please take it outside well away from the animals. We will not allow use of mobiles to take videos or photographs of the animals or the cages unless you have express permission of the manager.

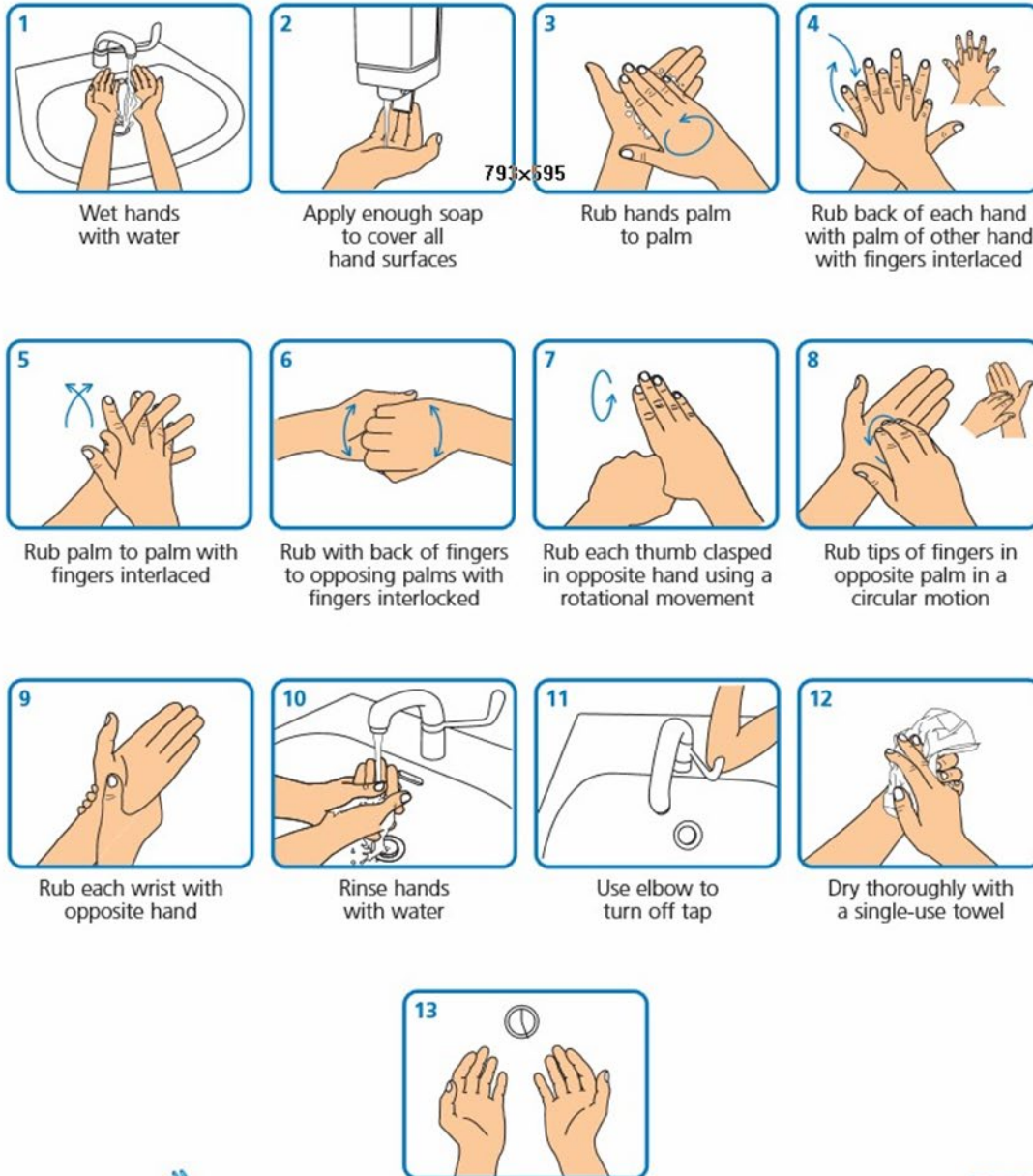
Noise levels

There are occasions when we have very sick animals in or mothers and babies. Loud noise of any kind can result in deaths due to stress. Whilst we accept that volunteers working together will want to chat to each other please keep the noise levels down and talk quietly. Do not shout to people in another room.

There have been occasions when volunteers have been having a laugh and a joke, concentration has dropped and the animals suffer due to heat mats not replaced, incorrect food put in or food and water missed altogether. Please remember the animals come first at all times.



Hand-washing technique with soap and water



Hand washing should take 15–30 seconds



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Adapted from World Health Organization *Guidelines on Hand Hygiene in Health Care*

NB: We do not have elbow taps. You can use paper towel to turn off the tap instead.

INFORMATION REGARDING EUTHANASIA

Euthanasia is an unfortunate but necessary part of the work carried out by animal rescues across the country and a topic that most people would rather not think about. While it is probably the most difficult subject to understand, it is a very real part of the work conducted. Countless animals are brought to rescues annually because they are sick or injured. Whilst a rescue will work very hard to help each of the animals they take in, there are always some that are suffering and not saveable, as well as those that are unable to ever go back to the wild.

Euthanasia is an absolute last resort and is typically only done with the agreement of our vet or the RSPCA. The decision to euthanise an animal is made after carefully evaluating the following issues:

- the health of the animal
- our ability to treat a sick or injured animal
- the temperament of the animal
- ability to survive once back in the wild – we do not keep permanent captives

If the decision is made to euthanase an animal, it will be seen first by our Veterinary Surgery. They will perform a full health check before taking any decision and notify us of their findings. If they agree with us they formally ask our permission to go ahead. We require a hedgehog to be asleep before a lethal injection of sodium pentobarbital is administered. This method is widely considered the most humane and painless euthanasia procedure.

In the event of an animal being admitted that is in severe pain and no veterinary support is available we will then request the RSPCA to perform the procedure. They have no access to anaesthetic machines and will therefore just inject. This procedure can be extremely upsetting and volunteers would normally be requested to leave the area.

It is unfortunate that this procedure must be conducted and it is very difficult for all of us. This task requires us to cope with both emotional and psychological challenges. Knowing that these challenges exist, we ask you to respect what we deal with and to be sensitive if talking about the topic. It is extremely difficult for us to admit we have failed. We will have explored every option available and we do not do it lightly.

We will happily explain the reasons behind our decision. Please remember these animals are not pets and cannot be kept as pets. Whilst they may look cute and fluffy on the surface you cannot see what is going on inside and until you have worked with these animals closely over a prolonged period you will not have the expertise to be able to give a diagnosis or prognosis.

We do not expect volunteers to add to our challenges by insinuating that anyone is the “bad guy”, “culprit” or reason why this task is performed. Having a volunteer on their knees begging us not to do it or calling us names is not acceptable and any examples of this will result in termination of the volunteer's position.

Anyone removing an animal from the shelter for any reason is guilty of theft and will be reported to Wildlife Crime and the RSPCA.

Once we have taken the decision to euthanase we request that volunteers respect it no matter how upsetting it is. We cannot save every animal that comes in and we would ask you to remember that we have a higher success rate than the NHS with all of their equipment and expertise.

Health & Safety Policy for Hedgehog Bottom

Overall and final responsibility for health and safety is that of:	Gillian Lucraft	
Day-to-day responsibility for ensuring this policy is put into practice is delegated to:	Gillian Lucraft plus senior duty care assistant	
Statement of general policy	Responsibility of	Action / Arrangements
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Gillian Prince – Manager	All volunteers must ensure working areas are kept clear of trip hazards and that all animals are securely housed when out of their cages
To provide adequate training to ensure employees are competent to do their work	Gillian Prince – Manager	New volunteers receive induction training. Once rostered onto a shift they are paired with an experienced volunteer if possible. The manager is available at all times.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Gillian Prince - Manager	Copies of H&S, risk assessment, COSHH etc. are provided to each volunteer as part of their handbook. Lifting advice is given at induction.
To implement emergency procedures - evacuation in case of fire or other significant incident.	Gillian Prince - Manager	No volunteer is ever more than a few feet away from an exit door. Smoke alarms are present on each floor. Due to advice from the Fire Brigade no extinguishers are available. If an alarm goes off volunteers should leave the premises immediately.
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Gillian Prince - Manager	All volunteers to notify manager when supplies are running low. All volunteers to receive instruction on use of concentrates.
Health and safety law poster is displayed:	In the kitchen opposite the door to the hospital room	
First-aid box and accident book are located: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) (see note 2 below)	In the drawer unit next to the door. Labelled First Aid. The drawer contains basic First Aid items for use by volunteers themselves, plasters etc. For any serious incidents there is a full grab bag under the wash basin in the bathroom. The Manager is a trained First Aider and should be called if required.	

Note 1: <https://www.gov.uk/workplace-fire-safety-your-responsibilities>

Note 2: www.hse.gov.uk/riddor

Risk Assessment

What are the hazards?						Who might be harmed and how?							
Slips and trips						Volunteers and visitors may be injured if they trip over objects or slip on spillages							
What are you already doing?						Anything else to manage this risk?							
We carry out general housekeeping. All areas are adequately lit including stairs. There are no trailing leads or cables. Volunteers instructed to keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately, cages in neat piles away from walkways						Better housekeeping is needed in kitchen, e.g. on spills. Volunteers to ensure they wipe and dry spills as they go. Lighting needs to be used. Volunteers to turn on and off as required							
Action by?		All Volunteers, supervisor				Action by date		01/12/13		Done		01/12/13	
What are the hazards?						Who might be harmed and how?							
Bites and stick injuries						Volunteers may get bitten or stuck by spines or needles							
What are you already doing?						Anything else to manage this risk?							
All volunteers are supplied with gloves and advised to wear the thickest possible Hypodermic needles are disposed of in the sharps bin after use. Cages are labelled where an animal is known to be a biter All volunteers are instructed to check their Tetanus cover is up to date						Issue handbooks with safe handling instructions. Double check Tetanus cover							
Action by?		All Volunteers, manager				Action by date		01/12/13		Done			
What are the hazards?						Who might be harmed and how?							
Zoonoses						Volunteers can catch some diseases from the animals							
What are you already doing?						Anything else to manage this risk?							
Fungal and mite infected cages are clearly labelled. Volunteers are instructed to wear gloves and clean them after handling as well as use the hand scrubs. Ticks are removed from hedgehogs on arrival but occasionally they are too small to be seen. Volunteers are requested to be vigilant with new arrivals and thoroughly check cages and bedding.						Follow up tick instructions. Ensure all volunteers check themselves and their clothes carefully. Give instruction on safe tick removal.							
Action by?		Manager				Action by date		01/12/13		Done			
What are the hazards?						Who might be harmed and how?							
Cuts						Volunteers wiping out food tins and cleaning cages							
What are you already doing?						Anything else to manage this risk?							
All volunteers are instructed not to put their hand inside meat tins to wipe them out Cages are chosen to minimise any chance of cuts on sharp edges						Monitor cages to ensure no breakages leading to sharp edges.							
Action by?		All volunteers and Manager				Action by date		ongoing		Done			

COSHH Safe4 DISINFECTANT Concentrate

Please note dilutions with tap water of 1:10, 1:50, 1:100 present No Irritant Hazard

1.0 IDENTIFICATION Disinfectant - *PRODUCT NAME Safe4 Disinfectant*

SUPPLIER Safe Solutions (Safe4) Limited Bostock Road, Winsford Cheshire CW7 3BD

Tel : 00 44 (0) 1606 591900 Fax : 0845 0062021 Email : info@safe4disinfectant.co.uk

EMERGENCY TEL : 00 44 (0) 1606 591900

2.0 COMPOSITION/INFORMATION ON INGREDIENTS

2.1 Chemical Nature Halogenated Tertiary Amine

2.2 Hazardous Nature Irritant

3.0 HAZARDS IDENTIFICATION

3.1 Nature of Hazard

Eye Contact Mild irritant

Skin Contact Concentrate may act as mild degreaser to sensitive skin

Inhalation Non-hazardous

Ingestion Substantial ingestion may cause irritation to mouth, throat & digestive tract

4.0 FIRST AID MEASURES

4.1 Eye Contact Rinse eyes with copious amounts of water, seek medical aid if irritation persists

4.2 Skin Contact Wash effected area with soap & water

4.3 Inhalation Avoid long term inhalation, remove to fresh air

4.4 Ingestion Drink milk/water. Do NOT induce vomiting. Seek medical aid if necessary

5.0 FIRE FIGHTING MEASURES

5.1 Extinguishing Media N/A

5.2 Unusual Fire & Explosion Hazards N/A

5.3 Special Fire Fighting Procedures N/A

6.0 ACCIDENTAL RELEASE MEASURES

6.1 Spillage Soak up onto inert material or may be flushed to foul drain with copious amounts of clean water

7.0 HANDLING & STORAGE

7.1 Handling No special requirement

7.2 Storage Store between 0-30oC in dry conditions away from direct sunlight

8.0 EXPOSURE CONTROLS/PERSONAL PROTECTION

8.1 Respiratory No special requirement

8.2 Skin For prolonged use wear gloves

8.3 Eyes No special requirement

8.4 Occupational Exposure Limits N/A

9.0 PHYSICAL AND CHEMICAL PROPERTIES

9.1 Form Liquid

9.2 Colour Clear, Green, blue and Lavender

9.3 Odour Odourless or Fragranced

9.4 Odour Threshold N/A

9.5 pH 7.6 approx.

9.6 Boiling Point 100oC

9.7 Pour Point -10oc

9.8 Flash Point Non - Flammable

9.9 Flammable Limits N/A

9.10 Auto Ignition Temp N/A

9.11 Explosion Properties N/A

9.12 Oxidising Properties N/A

9.13 Vapour Pressure No Data

- 9.14 Vapour Density No Data
- 9.15 Solubility (Water) Soluble at all dilutions
- 9.16 Solubility (Other) Immiscible in Solvents
- 9.17 Viscosity No Data
- 9.18 Specific Gravity 1.02 @ 20oC

10.00 STABILITY AND REACTIVITY

- 10.1 Conditions to Avoid Freezing Conditions
- 10.2 Materials to Avoid Strong Acids
- 10.3 Hazardous Decomposing Products
- None 10.4 Stability Stable

11.0 TOXICOLOGICAL INFORMATION

- 11.1 Ingestion LD50 (mg/kg) > 400 mg/kg - % Volatile (by weight) > 95%
- 11.2 Skin Mild Degreasing to Sensitive Skin
- 11.3 Inhalation None
- 11.4 Eyes Mild Irritant
- 11.5 Other N/A

12.0 ECOLOGICAL INFORMATION

- 12.1 Biodegradability "Readily Biodegradable"
- 12.2 Aquatic Toxicity No Data
- 12.3 Ecotoxicity N/A

13.0 DISPOSAL CONSIDERATIONS

- 13.1 Method In Normal Course Of Events Will be Flushed to Drain

14.0 TRANSPORT INFORMATION

- 14.1 UN Number N/A
- 14.2 Symbols None
- 14.3 Road/Rail Class Not classified
- Hazard Name Safe4 Disinfectant
- 14.4 Sea Freight (IMO) Class No special requirements Packing Group, Proper Shipping Name, IMO Marine Pollutant
- 14.5 Air Freight Class No special requirements Packing Group, Proper Shipping Name

15.0 REGULATORY INFORMATION

- 15.1 EEC Supply: - Classification and Labelling X Irritant
- 15.2 Hazard Symbol None
- 15.3 Risk Phrases: R36/38, R41 & R43
- 15.4 Safety Phrases S24, S26, S37/S39

16.00 OTHER INFORMATION

- 16.1 Sources of Information Safe Solutions (Safe4) Ltd Database
- 16.2 Issue Date 20th June 2013
- 16.3 Issue No Two

This data sheet was prepared in accordance with Directive 91/155/EEC. Information and recommendations contained in this publication are to the best of our knowledge and believed accurate at the time of publication, It is given in the best faith only as a guide and does not imply any commitment or guarantee on our part.

As Safe Solutions (Safe4) Limited, has no control over the use to which the user may put the material, it does not claim warrant that in the users particular circumstances the results that the user will obtain from the use of the product will be the same as those described in this document, or that the user will find the information or recommendations complete, accurate or useful. Safe Solutions (Safe4) Limited warrants only that its products will meet its specifications. Safe Solutions (Safe4) Limited will not be responsible for incidental or consequential damage resulting from the users dependence on the information given herein. The user must test and ascertain the fitness of the product for their own use.

KL178/179 DATE: 20th June 2013

REVISION : Three

COSHH Safe4 Hand Scrub Concentrate

1.0 IDENTIFICATION Safe4Hands- Hand scrub **1.1 PRODUCT NAME SAFE SOLUTIONS BACTERICIDAL HAND SCRUB**

1.2 SUPPLIER Safe Solutions (DBG) LTD Bostock Road Winsford Cheshire CW7 3BD

00 44 (0) 1606 866392 Info@safe4disinfectant.co.uk

EMERGENCY TEL: 00 44 (0) 1606 866392

2.0 COMPOSITION/INFORMATION ON INGREDIENTS

2.1 Chemical Nature Anionic/Amphoteric Surfactants with 1% Triclosan

2.2 Hazardous Nature Non - Hazardous

3.0 HAZARDS IDENTIFICATION

3.1 Nature of Hazard

Eye Contact Low - will cause mild irritation but no serious damage

Skin Contact Non hazardous

Inhalation Non-hazardous

Ingestion Substantial ingestion may cause irritation to mouth, throat & digestive tract

4.0 FIRST AID MEASURES

4.1 Eye Contact Rinse eyes with copious amounts of water, seek medical aid if irritation persists

4.2 Skin Contact In extreme cases, may cause irritation to sensitive skin

4.3 Inhalation Non-toxic

4.4 Ingestion Drink milk/water. Do NOT induce vomiting. Seek medical aid if necessary

5.0 FIRE FIGHTING MEASURES

5.1 Extinguishing Media N/A

5.2 Unusual Fire & Explosion Hazards N/A

5.3 Special Fire Fighting Procedures N/A

6.0 ACCIDENTAL RELEASE MEASURES

6.1 Spillage Soak up onto inert material or may be flushed to foul drain with copious amounts of clean water

7.0 HANDLING & STORAGE

7.1 Handling No special requirement

7.2 Storage Store between 0-30oC in dry conditions away from direct sunlight

8.0 EXPOSURE CONTROLS/PERSONAL PROTECTION

8.1 Respiratory No special requirement

8.2 Skin No special requirement

8.3 Eyes No special requirement

8.4 Occupational Exposure Limits N/A

9.0 PHYSICAL AND CHEMICAL PROPERTIES

9.1 Form Viscous Liquid

9.2 Colour White pearlescent

9.3 Odour Odourless or Fragranced

9.4 Odour Threshold N/A

9.5 pH 5.5 approx.

9.6 Boiling Point 110oC

9.7 Pour Point -10oc

9.8 Flash Point Non - Flammable

9.9 Flammable Limits N/A

9.10 Auto Ignition Temp N/A

9.11 Explosion Properties N/A

- 9.12 Oxidising Properties N/A
- 9.13 Vapour Pressure No Data
- 9.14 Vapour Density No Data
- 9.15 Solubility (Water) Soluble
- 9.16 Solubility (Other) Readily Soluble in most Organic Solvents
- 9.17 Viscosity No Data
- 9.18 Specific Gravity 1.02 @ 20°C

10.00 STABILITY AND REACTIVITY

- 10.1 Conditions to Avoid Freezing Conditions
- 10.2 Materials to Avoid If mixed with strong Alkalis, may reduce or neutralise disinfectant qualities
- 10.3 Hazardous Decomposition Products None
- 10.4 Stability Generally Stable, but protect from intense UV light. Not stable to chlorine

11.0 TOXICOLOGICAL INFORMATION

- 11.1 Ingestion LD50 (mg/kg) > 4000 mg/kg - % Volatile (by weight) > 95%
- 11.2 Skin None
- 11.3 Inhalation None
- 11.4 Eyes Mild Irritant
- 11.5 Other N/A

12.0 ECOLOGICAL INFORMATION

- 12.1 Biodegradability "Readily Biodegradable"
- 12.2 Aquatic Toxicity No Data
- 12.3 Ecotoxicity N/A

13.0 DISPOSAL CONSIDERATIONS

- 13.1 Method In Normal Course Of Events Will be Flushed to Drain

14.0 TRANSPORT INFORMATION

- 14.1 UN Number N/A
- 14.2 Symbols None
- 14.3 Road/Rail Class Not classified
- Hazard Name Alphacare - Safe Solutions Surgical Hand Scrub
- 14.4 Sea Freight (IMO) Class No special requirements
- Packing Group
- Proper Shipping Name
- IMO Marine Pollutant
- 14.5 Air Freight Class No special requirements
- Packing Group
- Proper Shipping Name

15.0 REGULATORY INFORMATION

- 15.1 EEC Supply : - Classification and Labelling Non - Hazardous
- 15.2 Hazard Symbol None
- 15.3 Risk Phrases :
- 15.4 Safety Phrases S2 - Keep out of reach of children

16.00 OTHER INFORMATION

- 16.1 Sources of Information Nu-Line Database
- 16.2 Issue Date 1st June 1996
- 16.3 Issue No One

This data sheet was prepared in accordance with Directive 91/155/EEC.

Information and recommendations contained in this publication are to the best of our knowledge and believed accurate at the time of publication, it is given in the best faith only as a guide and does not imply any commitment or guarantee on our part. As Safe Solutions (DBG) LTD has no control over the use to which the user may put the material, it does not claim warrant that in the user's particular circumstances the results that the

user will obtain from the use of the product will be the same as those described in this document, or that the user will find the information or recommendations complete, accurate or useful. Nu-Line technology Ltd warrants only that r useful. Safe Solutions (DBG) LTD warrants iotsn lpyr othdautc itt's sw pirlol ducts will meet its specifications. Safe Solutions (DBG) LTD will not be responsible for incidental or consequential damage resulting from the users dependance on the information given herein. The user must test and ascertain the fitness of the product for their own use.

DATE : 1st June 1996

PROFESSIONAL STANDARDS

1. Volunteers must remember – The manager has final say in all situations regarding the shelter and the animals therein. Animals are property of Hedgehog Bottom. All policies and established procedures and requests from the manager must be strictly followed, no exceptions.
2. CONFIDENTIALITY. Volunteers may have access to records, staff discussions, and other information that may be confidential. As a volunteer, you are NOT permitted to share such information with others. Doing so could result in your volunteer status being withdrawn. If you have any questions regarding the professional standards, please do not hesitate to speak to the manager for clarification or to discuss the matter.
3. EUTHANASIA. Hedgehog Bottom is a private charitable rescue. Its primary function is rescue and rehabilitation. Euthanasia is sometimes a necessity; however, all efforts will be made to find suitable alternatives. Volunteers agree to abide by our decisions.
4. PROFESSIONALISM. Always maintain a professional and courteous demeanour with customers, staff, and other volunteers.
5. DRESS CODE. Proper dress should be comfortable, washable and conservative. T-shirts with profane, sexual or questionable prints / words are not allowed. Whilst you may think they are funny or make a statement, they may make others feel uncomfortable.
6. VISITORS. Volunteers may not bring friends or children to the shelter during their scheduled volunteer hours without express permission beforehand of the manager or senior volunteer.
7. GRIEVANCES. Grievances or concerns will be reported to the Manager who will be given opportunity to resolve issues.
8. MEDIA. Media Information. Volunteers are not permitted to speak to the Media on behalf of the rescue. Refer Media personnel to the Manager.
9. TIME OFF. It is not reasonable to expect cover to be available at very short notice. Please give us at least 48 hours to organise it.
10. RESIGNATION. Please tell the senior volunteers or Manager if you need to stop volunteering for any reason.

By signing, I have read and agree to abide by the professional standards document:

Name: _____ Date: _____

Address: _____

Phone: _____

Date of birth ___/___/___

Emergency contact
