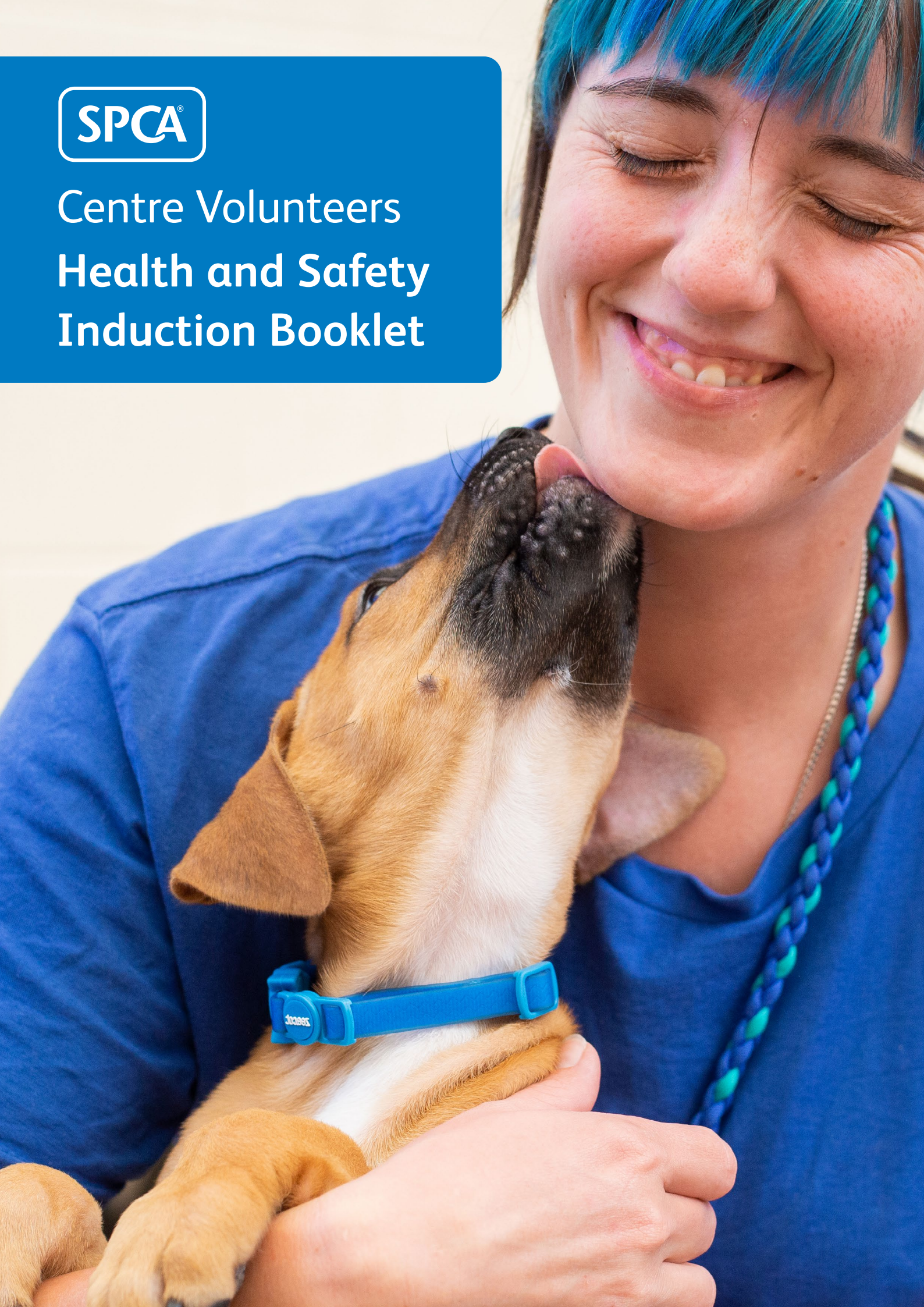




Centre Volunteers Health and Safety Induction Booklet



1. Welcome to the SPCA

Thank you so much for generously giving your time to volunteer with us! To ensure you have the best opportunity to become familiar with the workplace, we have put together this induction for you. Your supervisor must ensure this health and safety induction is complete before you carry out any work with SPCA.

We rescue animals that are sick, injured, lost, abused or abandoned. We are the only charity with the power to protect all animals including prosecuting people under the [Animal Welfare Act 1999](#). We rely mostly on the generosity of the community and help from our volunteers to do our work, as we receive limited government funding.

The information in this handbook is general, and there may be additional risks encountered in your work area that are not covered here. You must take note of the information provided, follow procedures and instructions, and wear any safety clothing or equipment when required.

2. Confidentiality

Confidentiality is very important here as some of our animals may be seized and involved in prosecutions. We ask that you do not post on any social media sites about the animals you see that aren't available for adoption or discuss them outside of SPCA. If you wish to share the details of an animal up for adoption, please speak with the relevant animal attendant and they can provide you with a link to our website so people can query more easily if they are interested.

THERE ARE TO BE NO PHOTOS TAKEN OF ANY OF THE ANIMALS AT THE CENTRE NOT UP FOR ADOPTION

Please do not post any personal opinions on our Facebook page, respond to any questions on our Facebook or social media pages, or discuss any SPCA matters with the media. We have a marketing team dedicated to answering any questions and making sure to give accurate answers to the media and the public.

3. Emergency Procedures

We all have an overriding duty of care to look after ourselves and others at work and that includes knowing what to do in an emergency. Being prepared can reduce fear and anxiety during an emergency and increase our chances of getting through it safely.

IF YOU DISCOVER AN EMERGENCY AT WORK:

1 ISOLATE IMMEDIATELY The cause of the emergency ONLY IF IT IS SAFE!! 	2 EVACUATE IMMEDIATELY NOTIFY everyone to evacuate the building by; Activating an ALARM, a HORN or a verbal (loud) instruction 	3 SEEK HELP IMMEDIATELY - Call 111 - Ask for the service you require – Fire and Emergency 	4 REPORT WHEN SAFE - Notify your supervisor immediately - They will submit a report via our online reporting processes 
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So, if you discover an emergency, get help to resolve it and tell your supervisor as soon as possible.

IF THERE IS A FIRE

If the fire alarm goes off or you are asked to evacuate, **EXIT** the building safely, and ensure others do the same. Make your way to the **assembly point** in an orderly manner. You must not enter the building if you are already outside. Follow all instructions.

Fire Wardens will help evacuate buildings and manage emergencies. **Building Wardens** will oversee an evacuation, ensure Emergency Services are called and confirm all areas are cleared. Both wardens are formally trained and wear a high-vis vest, and/or a labelled hat/helmet. Fire extinguishers are present in some workplaces, but you **CANNOT use a FIRE EXTINGUISHER unless you hold a current certificate in practical firefighting safety.**

4. Incident Management

An incident is an instance of something happening, like an event or occurrence and in our workplace are classed as

- **Accidents** (e.g. a vehicle accident, a customer tripped over)
- **Injuries** (e.g. manual handling injury, a scratch from a cat)
- **Illnesses** (e.g. allergies, zoonosis – see Page 6)
- **Events** (e.g. natural disaster, a fire, a robbery) **or**
- **Near Hits** (anything that could have resulted in injury but thankfully didn't) that occur in the workplace, or in the process of completing work related activities.

As a team member you must:

- **Report** all work related incidents
- **Report** all work related aches, pains or stress symptoms
- **Report** all non-work related injuries or illnesses that may affect you in the workplace

IF YOU OR SOMEONE ELSE IS INJURED IN A WORKPLACE INCIDENT:

1 SEEK HELP IMMEDIATELY • MINOR: From your supervisor • MODERATE: Seek medical treatment • MAJOR: Call 111 – Ask for Ambulance	2 REPORT WHEN SAFE • Notify your supervisor immediately • They will submit a report via our online reporting processes	3 RETURN WHEN CLEARED TO • Provide all relevant documents • Advise your supervisor of any ongoing treatment • Participate in return to work programs
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5. Risk Management

A **risk** can be defined as “the possibility that death, injury or illness might occur when a person is exposed to a hazard”. Permanent risks we know about are recorded on a Risk Register along with how each are controlled to minimise harm. You must familiarise yourself with the Risk Register and confirm understanding of the controls recommended. You also have a responsibility to report any new risks you see in the workplace to your supervisor.

As a team member you must:

- **REPORT** every work-related risk you encounter no matter how minor
- **REPORT** work related dangerous occurrences you witness

IF YOU NOTICE A RISK AT WORK:

1 IDENTIFY IMMEDIATELY • Is it a risk? • Does it require attention?	2 ISOLATE IMMEDIATELY • Make sure no one can be hurt by it • Move it out of harm's way IF SAFE • Cordon it off safely	3 REPORT WHEN SAFE • Notify your supervisor immediately • They will submit a report via our online reporting processes
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6. Physical Risks in the Workplace

There are many risks in the workplace, and you will receive training on how to manage them in conjunction with the Risk Registers. Please don't ever be afraid to ask for advice if you are unsure about risks in your workplace. In general, all volunteers working in a centre must wear closed in, non-slip shoes, and clothing appropriate to the animal species you are working with and the duties you are undertaking.

6.1 Slips, Trips and Falls

Awareness of your surroundings, good housekeeping and an appropriate pace of walking are critical for preventing injury from **slips, trips and falls**. Pay attention to where you are walking. Watch out for wet slippery surfaces floors and clean up spills immediately and place a wet floor sign down when appropriate. Keep floors **clear from trip hazards**; ensure items (including stock for sale) are highly visible and are not jutting out from under shelves. Do not pile up stock e.g. items stocked on high shelves could become unstable and fall, stock for sale placed immediately on the floor may cause a hazard. Building exits must be clear. In our Centres you must wear **closed in, flat, non-slip shoes**.

6.2 Cleaning Chemicals and Hazardous Substances

A hazardous substance is any product or chemical that has explosive, flammable, oxidising, toxic, corrosive or eco-toxic properties. Most of our hazardous substances are chemicals that we use every day. When you have to work with hazardous substances this can result in all sorts of incidents when not following a strict procedure.

NEVER MIX DIFFERENT CHEMICALS – EVER! And DO NOT USE chemicals unless you have been trained to

6.3 Aggressive Behaviour

Aggressive behaviour will not be tolerated in our workplace. You are required to contribute towards preventing aggression by maintaining a professional and customer focused approach when conducting SPCA business.

If confronted with aggression always prioritise your own safety first, and the safety of others around you. Remain polite and calm. Withdraw yourself from the situation as soon as possible and report the incident to your supervisor. You must also report the incident using the relevant reporting processes. If you feel you need extra support after an incident, please talk to your supervisor.

IF THERE IS AN IMMEDIATE RISK TO YOU OR OTHERS AROUND YOU, CALL 111

6.4 Noise

There are areas in the centres that can be extremely noisy when the dogs are barking, particularly the high-pitched bark of puppies. Hearing protection is available for you and should be worn if you are working for prolonged periods in a noisy area. **Your supervisor will show you how to use it properly if relevant to you.**

6.5 Outdoor Environment

Most facilities at the SPCA are indoors, but there may be times when you will be required to work outside, regardless of the weather. If weather conditions make it risky to continue working:

TAKE SHELTER AND LET YOUR SUPERVISOR KNOW

IN HOT, SUNNY WEATHER

- Wear sunscreen, sunglasses and a hat
- Drink water
- Limit your time working in this environment

IN COLD, WET WEATHER

- Wear warm clothes and waterproof gear
- Drink warm drinks
- Limit your time working in this environment

6.6 Manual Handling

Manual Handling is the physical process of moving an object with one's body – lifting, dragging, pushing, placing down. Only lift or move a load if you are comfortable and confident to do it. Do not feel pressured into lifting or moving something – you have a legal obligation to say **“No”** if you don't believe it to be safe.

There are no minimum weight requirements with manual handling. You should only be lifting the weight you are comfortable and confident to lift on your own.

SAFE MANUAL HANDLING TECHNIQUE:

1 PLAN YOUR LIFT Do a risk assessment: - Is it necessary? - Can someone help you? Assess the task: - Where is it going? - How heavy is it? - How solid is it? 	2 PLANT YOUR FEET Make sure your base is stable: Are you balanced? Be aware of the terrain you are working in 	3 BEND YOUR KNEES If you need to bend down for the load; Bend your knees Keep your back straight 	4 STRAIGHTEN YOUR BACK When lifting, carrying or putting down items: - DON'T twist your body - DON'T jump - DON'T RUN 
5 GRIP THE LOAD - Use your hands to grip the load properly If you lose your grip: - Gently place the load down - Start again 	6 KEEP CLOSE TO YOUR BODY - This will ensure stability when moving - Keep the item close to your centre of gravity <i>*except when carrying unknown donation bags</i> 	7 WALK SLOWLY - Sudden movements could result in serious injury - Concentrate on the task - DON'T get distracted 	8 LOOK AHEAD - Look towards your destination - Remain aware of your surroundings - Move your feet in the direction of your body movement 

PLEASE DON'T JUMP, RUN, BEND YOUR BACK, TWIST, GET DISTRACTED OR LOOK DOWN. WE WANT TO ENSURE YOU PERFORM THESE TASKS IN THE SAFEST MANNER POSSIBLE.

You are responsible for disclosing any injuries, work related or not, that may affect your ability to complete a manual handling task.

6.7 Donated Goods

When handling donated goods, please take extra care to ensure your safety. When receiving, sorting and discarding goods:

- Graciously decline the item if on inspection the items are too damaged, unsellable, dangerous or too large or awkward for anyone to carry or move.
- Use safe manual handling practises, PPE and get assistance if required
- Never put your hands into closed boxes or bags of donations
- Open items very carefully and inspect what is inside before sorting goods
- Do not handle items directly that can cause you harm

6.8 Office Environment

Working in an office can be just as risky as any other job at the SPCA. Discomfort, Pain and Injury (DPI) is caused when working on computers for long periods of time without taking breaks. Ensure you can take small breaks and that your posture is good when sitting at a computer.

7. Animal Related Risks

7.1 Animals in General

You should only ever be handling animals at the SPCA if it is part of your role. Knowing how to handle animals safely reduces the risk of injury to both the animal and handler. As part of your training, you will be shown the correct technique for safe handling of all domestic species as applicable to your role.

YOU SHOULD NOT BE HANDLING ANIMALS UNTIL YOU HAVE RECEIVED THE APPROPRIATE TRAINING,

If you are volunteering but will not be working with animals, here are some tips to ensure you stay safe when at the SPCA:

- Never approach an animal at the SPCA on your own
- If you wish to engage with an animal, you must first seek permission from the handler or the team managing the area
- If you have been given permission to engage with an animal;
 - Take your time
 - Never approach from behind
 - Approach quietly and confidently
 - Avoid over stimulating the animal

***NO ONE SHOULD BE ENTERING ANIMAL AREAS AT SPCA UNLESS THEY ARE TRAINED AND PERMITTED TO DO SO. PLEASE SPEAK TO YOUR SUPERVISOR IF YOU ARE UNSURE.**

7.2 Dogs

Not all of the dogs we have at our centres are temperament tested and safe for handling. Canine Volunteers will receive specific training and be shown safety procedures before they are permitted to work alone with any dogs.

In the meantime, avoid any risks to yourself and the animals by complying with the following rules:

- | | |
|---|--|
| • Never approach or touch an unfamiliar dog | • Remember even small dogs bite |
| • Never approach dogs that are being walked | • Don't surprise a dog by creeping up on them |
| • Never tease or threaten a dog | • Never interrupt a dog that is eating or sleeping |

If you are ever witness to a dog fight or dog attack – immediately raise an alarm and get help from the canine and senior staff.

DO NOT ATTEMPT TO INTERVENE AT ANY TIME

7.3 Cats

The highest incidence of injuries recorded at SPCA are from the areas that manage cats. Because cats can be unpredictable it is important for us to be aware of the signs when dealing with cats. Feline Volunteers will receive specific training and shown safety procedures before they are permitted to work with any cats.

In the meantime, avoid any risks to yourself and the animals by complying with the following rules;

- | | |
|---|------------------------------------|
| • Never approach or touch an unfamiliar cat | • Never tease or threaten a cat |
| • Never attempt to touch the cats through the cages | • Remember, cats are unpredictable |

8. Health Risks in the Workplace

8.1 Zoonotic Diseases

A Zoonotic Disease is a disease that can be spread between animals and humans. It can be caused by viruses, bacteria, parasites, and fungi. You will learn more about the specific diseases you could come into contact and guidance on how to avoid becoming unwell.

In the meantime, avoid contracting a disease by complying with the following rules;

- Use disposable gloves when handling animals
- Disinfect scratches and bite wounds thoroughly
- Wash your hands thoroughly with soap
- Cover open cuts, scratches and grazes
- Seek assistance before handling fractious animals
- Report any animal bites or injuries
- Make sure your tetanus vaccinations are up to date.
- Change clothes and wash your hands after your shift before interacting with your own pets

If you believe you or your animal at home may have a Zoonotic Disease, please report it immediately to your supervisor and SPCA contact.

Workers who suspect they may be pregnant, must inform their supervisor at the earliest possible time. Pregnant workers can choose whether or not to continue to work with cats or other animals. **Requirements for confidentiality will be respected.**

To learn more about Zoonotic Disease, please refer to the links below;

Disease:	Transmission:	Disease:	Transmission:
• Giardiasis	<i>Parasite</i>	• Campylobacteriosis	<i>Bacterial *contagious</i>
• Ringworm	<i>Fungal</i>	• Ornithosis / Psittacosis	<i>Bacterial</i>
• Cat-Scratch Fever	<i>Bacterial</i>	• Cryptosporidiosis	<i>Parasite</i>
• Coccidiosis	<i>Parasite</i>	• Toxoplasmosis	<i>Parasite *pregnancy risk</i>
• Leptospirosis	<i>Parasite *can be fatal</i>	• Visceral Larva Migrans	<i>Parasite</i>
• Sarcoptic Mange	<i>Parasite *contagious</i>	• Cutaneous Larva Migrans	<i>Parasite</i>
• Salmonellosis	<i>Bacterial</i>	• Toxocariasis	<i>Parasite</i>

8.2 Mould

If a donated bag/box smells strongly of mould, dispose of the whole box/bag without sorting through it. Visibly mouldy donations should also be discarded. Gloves and face masks are provided to be used as required.

8.3 Allergies

Some people are allergic to animals, or more particularly the dander or dust off the coats of cats, dogs, rabbits and birds. Some people are allergic to ingredients in the chemicals we may use, or to latex gloves. Symptoms for mild allergies include itchy eyes and/or nose and sneezing. Symptoms of a severe allergic reaction include difficulty breathing, constriction of the airways, the development of hives, and the swelling of lips, tongue or throat. Avoidance of the allergen is the best strategy.

If you have an allergy that may impact on your capacity to carry out your role, you must inform your supervisor as soon as possible.

8.4 Pregnancy

Some of the animals, chemicals and machinery we work with can be harmful if you are trying to become pregnant or are pregnant. Please advise your supervisor and consult with your GP if you are going to become pregnant or do get pregnant if you work with our animals.

8.5 Mental Health Related

Stress is the adverse reaction people have to excessive pressure or other types of demands placed on them. We will do everything we can to prevent unreasonable stress, and you will be supported in managing the demands of the workplace.

Compassion fatigue is a term that means you become unable to feel empathy for those you are trying to help, or you begin to feel emotionally overwhelmed in the area you are working. This lack of empathy can extend to workers, family and friends.

Unfortunately, we can't save every single animal that comes through our doors. Any animal that has been euthanised, or will be, has had their individual case reviewed by a number of senior employees in consultation with veterinary staff and/or an Inspector. It is a difficult decision but one that we always make in the best interest of the animal.

Please speak to your supervisor if you are ever concerned about yourself or others in relation to any potential impacts on mental health.

The SPCA will provide you with access to the tracksuit-inc® programme. The tracksuit-inc® programme gives you the opportunity to participate in a range of health-related activities throughout the year. To register with tracksuit-inc®, simply visit: <https://tracksuitinc.com/register/SPCAWellness> and register yourself following the prompts (Company code is SPCAWellness).

9. Personal Protective Equipment (PPE) and Safety Equipment

PPE is worn/used to protect you against risks to your health and safety e.g. *Gloves, aprons and masks*. Safety Equipment will also protect you against risks e.g. *Step ladders, safety steps, and trolleys*. You must use PPE and Safety Equipment in accordance with the instructions provided, return it when finished and report damage or loss immediately.

10. Health and Safety Participation

SPCA is committed to protecting you from accidental harm in the workplace. We adopt health, safety and welfare as a fundamental business objective, however;

HEALTH AND SAFETY IS EVERYONE'S RESPONSIBILITY UNDER THE ACT

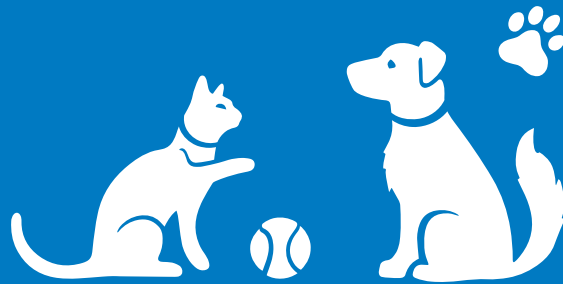
SPCA has the following responsibilities under the Health and Safety at Work Act 2015 (HSWA):

- Provide and maintain:
 - a) a safe work environment
 - b) safe plant/structures
 - c) safe systems of work
- Provide adequate facilities for the welfare of workers at work
- Provide information, training, instruction, and supervision required to protect workers from risks to their health and safety
- Monitor the health and safety of workers
- Ensure safe use, handling and storage of plant/structures and substances

You, as a worker, must (under the Health and Safety at Work Act 2015 (HSWA)):

- take reasonable care for your own health and safety, and ensure what you do (or do not do) does not adversely affect the health and safety of others
- co-operate with any reasonable health and safety policies and procedures
- comply with any reasonable instruction given by SPCA.

Health and Safety Committees also operate within the SPCA and represent all workers. Your **Health and Safety Noticeboard** will have a list of your representatives, along with other important information that you will be required to read as part of your training.



**Thank you for taking the time to read
the Health and Safety Induction.**

Please complete and submit the required assessment.

For assistance with this document, please contact

healthandsafety@spca.nz

