

Purpose

To ensure that all volunteers are provided with important information to be able to operate safely whilst engaged in work for SPCA. This document will provide you with knowledge of our health and safety policies and procedures, training in our safe systems of work, and an understanding of your responsibilities when engaged in work

This document is an introduction, and further training may be required before you are able to complete some tasks.

You will be required to read and understand this document, and complete a quiz at the end. You may also be taken on a **Workplace Safety Walk** to familiarise you with the environment.

Training Outcomes

- Identify the key elements of the legislation governing health and safety in your workplace
- Identify risks in your workplace and explain how you can minimise them
- Explain your procedures in the event of an emergency, including the purpose of the wardens, in your workplace
- Demonstrate your knowledge of the location and function of safety equipment, signs and procedures in your workplace
- Demonstrate the correct techniques when completing a manual handling task

Scope

It applies to all SPCA volunteers who fundraise, attend events, and may be part of the Outreach Therapy Pets program

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Definitions

Supervisor – the person you report to when you are engaged in work (this could be a volunteer supervisor, or your SPCA contact)

SPCA contact – the person you report to at SPCA

Worker – An individual who carries out work as an employee, labour hire company worker, apprentice, trainee, outworker, person undertaking a work trial or work experience or a volunteer worker.

PCBU – A person conducting a business or undertaking

“The Act” – [Health and Safety at Work Act 2015 \(HSWA\)](#)

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General Safety Instructions

- Ensure the correct use of PPE listed

Personal Protective Equipment Required

- Shoes – Non-slip Closed in

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.

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.



1. Welcome to the SPCA

Thank you so much for generously giving up your time to volunteer with us!

We rescue animals that are sick, injured, lost, abused or simply 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 no government funding.

Confidentiality

Confidentiality is very important at SPCA 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 SPCA animals you see that aren't available for adoption, or discuss them outside of SPCA.

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 to 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.

Furthermore, you must respect the privacy of any people you come into contact with whilst engaging in work for SPCA. DO NOT take photos of anyone, including clients you may be visiting, without their express permission.

2. Health and Safety Information

SPCA is committed to protecting you from accidental harm while you are engaged in work for SPCA. We adopt health, safety and welfare as a fundamental business objective, however; **Health and Safety is EVERYONE'S responsibility under the Health and Safety at Work Act 2015 (HSWA)**

SPCA, as a **PCBU**, has an overarching duty of care which includes, but is not limited to, a business having effective practices in place for;

- providing and maintaining a **work environment that is without risks** to health and safety
- providing and maintaining **safe plant and structures**
- providing and maintaining **safe systems of work**
- ensuring the **safe use, handling and storage of plant, structures and substances**
- providing **adequate facilities** for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- **providing any information, training, instruction, or supervision** that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- **monitoring the health of workers** and the conditions at the workplace for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

You, as a **worker**, must;

- take **reasonable care** for your own health and safety
- take reasonable care that what you do or do not do does **not adversely affect the health and safety of other persons**
- **co-operate with any reasonable** workplace health and safety **policy or procedure** that has been notified to you
- **comply**, so far as reasonably able, **with any reasonable instruction** given by the PCBU, so the PCBU can comply with HSWA and regulations.

You should feel comfortable speaking to anyone in the workplace about health and safety; from a fellow volunteer to the CEO. Health and Safety Committee Representatives are also a good start if you are unsure who to talk too initially.

Health and Safety should be a normal part of business, not just a set of rules to abide by. The information in this induction is designed to get you started on your safe at work journey. It should be practised daily and become part of your normal routine.

3. Personal Protective Equipment (PPE) and Safety Equipment

Personal Protective Equipment is equipment that is intended to be worn or used to protect you against risks to your health and safety. Safety Equipment will also protect you against risks.

During events, PPE may include, but may not be limited to;

- Hi-vis Vests
- Gloves
- Oven Mitts

Safety Equipment can include;

- Plastic Poo Bags
- Hand Sanitiser

Your supervisor will ensure that you are trained in how and when to use equipment as relevant to your role.





You must;

- **Use PPE and Safety Equipment in accordance with the instructions provided (i.e. when and as required)**
- **Report any damage, loss or defect of equipment immediately**
- **Return equipment to its place of storage after use**

4. Emergency Procedures

In any emergency situation, the priority should be your safety, then the safety of others. If you discover an emergency, get assistance to help you resolve it and make sure your supervisor and SPCA contact is told as soon as possible. You should only ever be going back to work when it is safe.

IF YOU DISCOVER AN EMERGENCY; IMMEDIATELY (WHERE POSSIBLE)

1. ISOLATE	2. EVACUATE	3. SEEK HELP	4. REPORT
<ul style="list-style-type: none">The cause of the emergencyIF IT IS SAFE!!IF YOU KNOW HOW TO 	<ul style="list-style-type: none">The building / areaUse the Fire Alarm 	<ul style="list-style-type: none">Call 111Ask for the service you require – they will assist over the phone until emergency services arrive 	<ul style="list-style-type: none">Notify your supervisor and SPCA contact immediately – they can advise you what extra steps need to occur (if any)Complete your normal reporting process 

If you are engaged in work that is inside a building, make sure you are familiar with their emergency procedures and assembly points. They should have wardens that will help you in an emergency, but remember some key points to ensure your safety in times of emergency;

- FIRE** – make your way calmly and quickly to the assembly point. Never re-enter a building until it has been cleared by emergency services
- HALLWAYS AND EXITS** – should be clear of obstacles and clearly marked for you to follow directions

5. Incident Management

All workplace accidents, incidents and illnesses are to be reported as soon as possible to your supervisor at SPCA, who will assist you to report it via our online reporting system. An investigation into the cause of the accident will follow.

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

1. SEEK HELP	2. REPORT	3. RETURN
<ul style="list-style-type: none">In the vicinity (an employee of the site you are at, a First Aider)If moderate and required, go to a doctor (we may nominate one)If major, call 111 – Ask for Ambulance – they will assist over the phone until emergency services arrive 	<ul style="list-style-type: none">If minor, contact your supervisor by voiceIf moderate or major, contact your SPCA contact by voiceComplete your normal reporting process 	<ul style="list-style-type: none">Ensure your supervisor and SPCA contact is aware of the outcome of any further treatment 





IF A MEMBER OF THE PUBLIC, A CLIENT OR YOUR ANIMAL IS INJURED;

- REMOVE** or secure your pet. Remove any further danger to the yourself, your pet, or the public/clients
- SEEK HELP** – Call out to establishment staff, use emergency bells etc.
- REPORT** – Notify your establishment contact and OTP staff and they will complete all relevant Reporting Forms. Your volunteer team leader should also be informed.

6. Risk Management

All risks, hazards, and unsafe practices or conditions must be reported as soon as possible to your supervisor and all relevant reporting procedures must be completed and submitted. A plan to manage the risk will follow.

IF YOU NOTICE A RISK, follow this procedure;

1. IDENTIFY	2. ISOLATE	3. MANAGE	4. REPORT
<ul style="list-style-type: none">Is it a risk?Does it require attention? 	<ul style="list-style-type: none">Make sure no one can be hurt by itMove it out of harms way IF SAFECordon it off safely 	<ul style="list-style-type: none">Advise relevant people (an employee of the site you are at, your supervisor)Ensure you and others cannot be hurt by it 	<ul style="list-style-type: none">If minor, contact your supervisor by voiceIf moderate or major, contact your SPCA contact by voiceComplete your normal reporting process 

A **near hit** is an unplanned incident that did not result in injury, illness, or damage – but had the potential to do so. We must report these incidents as well to ensure we are proactive in maintaining a safe work environment. It can also assist in highlighting training gaps and issues with our processes and systems.

7. Risks (and hazards) in the Workplace

There are many risks you may encounter that can cause injury or illness. Please be aware of some of the common risks below. Don't ever be afraid to ask for advice if you are unsure about risks in your environment. Not all of these risks will be applicable to your role, but you should be familiar with all of them.

Safe Handling of Dogs

Knowing how to handle dogs safely reduces the risk of injury to both yourself and the dog. If you bring your pet along, please consider the tips below for your dog, and any other animals you may come into contact with at an event.

Here are some tips to get your started;

- Always be calm and confident
- Avoid over stimulating your dog
- Never sneak up behind animals
- Only handle animals you have been trained to handle**
- Approach animals in a quiet and confident manner from the front
- Remember your manual handling training and seek help if the animal is too heavy, too awkward or you don't feel comfortable picking it up

Reading dogs' body language

Keep an eye on your dogs' body language. Be mindful of situations that can cause stress, fear or aggression and be prepared to calmly remove yourself and your dog from the situation. Always be aware of your surroundings, as anything can happen to change the mood of your dog. (e.g. noise, an aggressive dog, children screaming)

If you find yourself in a situation where your dog is approached by another animal, try to follow the guidelines below;



Preventing dog fights

- Only take your dog to event if you are confident it will get along with ALL other animals and people at the event.
- Monitor your dog - and other dog's - body language at all times. (Your dog should be relaxed around other dogs)
- If another dog approaches yours, use your voice to try to get your dog away (water or noise, like a whistle, can be effective in distracting dogs)
- If your dog is displaying any signs of stress, fear, arousal or aggression, remove them from the situation

IF A DOG FIGHT OCCURS;

1. STAY SAFE	2. RESOLVE	3. MANAGE	4. REPORT
<ul style="list-style-type: none">• Stay CALM!• Don't break up the fight!• Don't put yourself between the dogs• Keep other volunteers away 	<ul style="list-style-type: none">• Try to call your dog away• Ask the owner of the dog to manage their dog• Use water or noise to distract the dogs 	<ul style="list-style-type: none">• Cease work for the day• Get your dog to a vet immediately if required 	<ul style="list-style-type: none">• Notify your supervisor immediately – they can advise you what extra steps need to occur (if any)• Complete your normal reporting process 





Armed Robbery

Any undertaking that involves cash is at risk of an armed robbery. The best way to avoid this is by prevention.

- Maintain a professional customer focused approach
- Practise safe cash handling – excess cash should be removed from the till
- Try to avoid working alone and remain vigilant AT ALL TIMES

An armed robbery can be a traumatic experience. Immediately following the event you will be offered support. In the days and weeks after the robbery ensure you let your supervisor know if you need more support.

IF AN ROBBERY/ARMED ROBBERY OCCURS;

1. COMPLY	2. LOCK DOWN	3. SEEK HELP	4. REPORT
<ul style="list-style-type: none">• With all demands• Remain calm 	<ul style="list-style-type: none">• Lock the door as soon as they leave• Take no further action until they are gone and you are safe! 	<ul style="list-style-type: none">• Call 111• Ask for Police – they will assist over the phone until emergency services arrive 	<ul style="list-style-type: none">• Notify your supervisor immediately – they can advise you what extra steps need to occur (if any)• Complete your normal reporting process 

FURTHERMORE;

- **STAY SAFE**
- **REMAIN OPEN** – Keep your hands in sight at all times
- **ALERT** – take note of any identifying factors that may help later (if safe)
- **PRESERVE THE SCENE** – keep everyone calm, and ensure nothing is touched

AND DON'T;

- **BE A HERO** by refusing to give the offender money
- **PANIC**
- **ARGUE** with the offender
- **CHASE** the offender after the robbery

SUPERVISORS WILL BE GIVEN REPORTING FORMS THAT YOU CAN FILL OUT IN THE EVENT OF AN INCIDENT OR RISK. Please provide your contact details if filling out this form

Aggressive Behaviour

You are required to contribute towards preventing aggression by maintaining a professional and customer focused approach when fundraising, or visiting an establishment as an OTP volunteer.

IF YOU ARE FUNDRAISING:

1. Do not be aggressive in your fundraising approach
2. Do not call out or approach members of the public

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

IF YOU ARE VISITING AN ESTABLISHMENT:

1. Check in with employees when you arrive as whether there is anything you should know about
 - For example, a patient in a Dementia ward is highly agitated that day
2. Follow their instruction around clients to avoid or be cautious around
3. Correct rough handling of animals and role model safe animal handling
 - If aggression continues, politely advise that visit is ending and calmly move away from client

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 establishment contact, supervisor and SPCA contact. They will complete all relevant Reporting Forms. If you feel you need extra support after an incident, please talk to your SPCA contact.

Theft

Good customer service will help to prevent theft and contribute to a safe work environment. If fundraising, greeting and engaging donors in conversation is a great deterrent. Make sure that you have set yourself up in an open area that is highly visible to the public. Remain alert and aware of your surroundings, avoid distractions like using your phone. It is recommended that you should collect with more than one person.

1. Take a mental note of any details you can, including car registration if safe to do so
2. Advise your supervisor as soon as possible (when safe) and they will complete all relevant Reporting Forms
3. Your supervisor will contact the police if appropriate

**IF YOU SEE SOMEONE STEALING
DO NOT APPROACH THEM.
YOUR SAFETY IS MORE
IMPORTANT!!**

Outdoor Environment

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;

IN HOT, SUNNY WEATHER

- Wear sunscreen, sunglasses and a hat
- Drink water
- Alternate between working inside and outside if able to

IN COLD, WET WEATHER

- Wear warm clothes and waterproof gear
- Have a change of clothes if possible
- Drink warm drinks
- Alternate between working inside and outside if able to

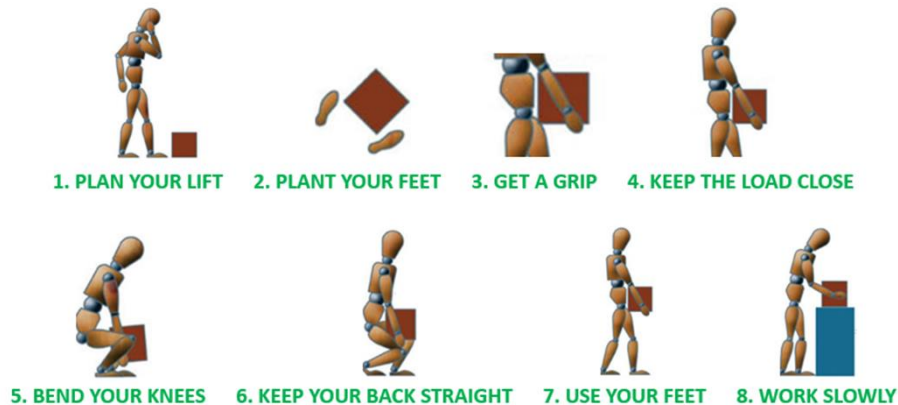
IN WINDY WEATHER

- Wear warm clothes and A WINDBREAKER
- Tie long hair back
- Ensure lightweight equipment is anchored down



Manual Handling

Manual Handling is the physical process of moving an object with one's body – lifting dragging, pushing, putting 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!



1. **PLAN YOUR LIFT** – do a Risk Assessment – can someone help? Do I need to do it?
2. **PLANT YOUR FEET** – make sure you are balanced and facing in
3. **GET A GRIP** – use your hands to grip properly
4. **KEEP THE LOAD CLOSE** – when you know what you are carrying. There may be circumstances where you are carrying unknown contents, for e.g. rubbish bags or bags of donations. If they are light, they should be carried from the top and away from your body. If they are heavy, they should be carried in a trolley.
5. **BEND YOUR KNEES** if you need to get down low, so your back remains straight.
6. **KEEP YOUR BACK STRAIGHT** whether lifting or placing down the item. Lift with your legs
7. **USE YOUR FEET TO TURN** – NOT YOUR BODY!
8. **WORK/WALK SLOWLY** – do not rush to complete the task. Any sudden movements could result in an immediate injury.

Also;

- **BE AWARE OF HOW YOU ARE FEELING.** Tired? Cold? Hungry? *All these place additional pressure on you.*
- **COMMUNICATE** – If two of you are completing a task together, one of you should be clear in directing the process

If someone requests for you to bring your animal closer, only lift your animal if your animal is eager to be lifted and you are confident that you can carry the weight of your dog.

1. You will know if your animal is eager to be lifted based on its body language
 - It should be in a relaxed state (e.g. soft squinty eyes, loose body, open mouth etc.)
 - Displaying no signs of stress (e.g. behaviours out of context such as lip licking, paw lifts, panting excessively)
 - If relaxed, look to see if your dog is eager to greet the person (e.g. making eye contact or moving towards person- not avoidant of the person).
2. Be aware of your own lifting ability before attempting to lift your dog.
3. Make sure you have everything planned before lifting. *Where the dog is going and where you are placing it*
4. Always keep your back straight when bending to lift
5. Lift and move slowly and calmly to ensure your dog remains calm

Do not feel pressured into lifting your dog if you feel it is not appropriate – you have a legal obligation to say “NO” – If you don't believe it to be safe! You can also train your dog to jump onto a seat (on command). Ensure that your dog only does so when given this command.

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

8. Health and Well Being

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

GIARDIASIS is an ANIMAL PARASITIC DISEASE. It is contracted by Faecal-Oral transmission and contaminated food or water. Symptoms include abdominal pain, bloating, diarrhoea, nausea and vomiting, and weight loss (occasional).

RINGWORM is an ANIMAL FUNGAL DISEASE. **WARNING - **HIGHLY CONTAGIOUS and common in shelter environments.** It is contracted by direct contact with infected animals and infected spores on hair that has been shed. Symptoms include hair loss - patches on the scalp, lesions - itchy, blister like, and sores – round, scaly, crusted.

CAT-SCRATCH FEVER is a FELINE BACTERIAL DISEASE. It is contracted by a bite or scratch from an infected cat or infected cat saliva getting into an open wound. Symptoms include body ache, bump, blister - at the bite or scratch site, fatigue, fever, headache and swollen lymph nodes – close to the bite or scratch site.

COCCIDIOSIS is an ANIMAL PARASITIC DISEASE. It is contracted by Faecal-Oral transmission, contaminated food or water, or consumption of undercooked or uncooked meat. Symptoms include abdominal pain, diarrhoea, fever, headache, loss of appetite, and nausea.

LEPTOSPIROSIS is a BOVINE AND/OR CANINE BACTERIAL DISEASE. **WARNING - **POTENTIALLY FATAL (and common in NZ's Agricultural Sector).** It is contracted by contact with contaminated urine, contact with broken skin, or contaminated food or water. Symptoms include abdominal pain, chills, diarrhoea, fever, headache, jaundice, muscle aches, a rash, red eyes and vomiting.

CAMPYLOBACTER is an ANIMAL BACTERIAL DISEASE. **WARNING - **HIGHLY CONTAGIOUS.** It is contracted by direct contact with infected animals, consumption of undercooked or uncooked meat (Poultry), contaminated water, Faecal-Oral transmission. Symptoms include abdominal pain, diarrhoea, fever, headache, nausea and vomiting.

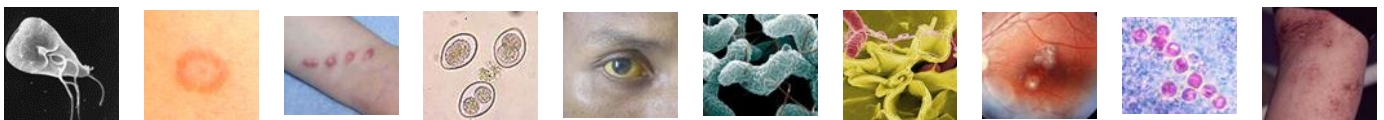
SALMONELLOSIS is an ANIMAL BACTERIAL DISEASE. It is contracted by contaminated food or water, *from* diseased or stressed animals and aquatic turtles and their environment. Symptoms include bloody stools, cold and chills, cramps, diarrhoea, fever, headache, nausea and vomiting.

TOXOPLASMOSIS is a FELINE PARASITIC DISEASE. **WARNING - **HIGH RISK TO PREGNANCY. Pregnant women must notify their supervisor as it may not be safe to work with cats while pregnant.** It is contracted by ingesting food and water contaminated by cat faeces cleaning, handling infected litter and consumption of undercooked or uncooked meat (Pork, Lamb). Symptoms include fever, headache, muscle aches and pains, sore throat, and swollen lymph nodes.

CRYPTOSPORIDIUM is an ANIMAL PARASITIC DISEASE. It is contracted by Faecal-Oral transmission, contaminated food, water or surfaces, and consumption of uncooked meat. Symptoms include dehydration, diarrhoea, fever, lack of appetite, nausea, stomach cramps and vomiting.

SARCOPTIC MANGE is a MITE TRANSFERRABLE FROM ANIMAL TO HUMAN. **WARNING - **HIGHLY CONTAGIOUS.** It is contracted by direct contact with infected animals. Symptoms include raised red skin, severe itching, and skin rash.

If you believe you are affected by any of these diseases, inform your supervisor immediately, and they will assist in getting you medical treatment where required.



To reduce your risk of contracting a Zoonotic Disease;

- **Disinfect scratches and bite wounds** thoroughly
- **Wash your hands**, properly and frequently with anti-bacterial soap
- **Wear closed in shoes** (non-slip)
- **Cover open cuts**, scratches and grazes
- **Report any animal bites or injuries** to your supervisor immediately and see a doctor for treatment if required.
- **Outreach Therapy Dogs** must be up to date with vaccinations and have completed their Vet Health Checks.

Smoking

SPCA asks that you do not smoke when you are fundraising. Speak to your supervisor if you have any questions. If you wish to seek assistance to stop smoking. Quitline is an organisation that can help you quit: www.quit.org.nz

Stress

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. Because stress affects people differently, you need to talk to your supervisor or SPCA contact and let them know if you are feeling stress.

Compassion Fatigue

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 over whelmed in the area you are working. This lack of empathy can extend to workers, family and friends.

Prevention is the best way to manage compassion fatigue, and you can do this in the following ways;

- **Try to have a laugh at work each day**
- **Take your breaks**
- **Talk with others in the workplace about the tough stuff**
- **Be kind and supportive to each other at work**
- **Do fun and rewarding things outside of work**
- **Prioritise doing things you enjoy**

SPCA wants all staff and volunteers to have awareness of compassion fatigue and will proactively support any concerns relating to compassion fatigue to help you understand, prevent, and if necessary manage it.

If you are experiencing, or think you may be experiencing compassion fatigue, talk about with your supervisor or SPCA contact. It is our policy to help you get support.

Client safety – applies to Outreach Therapy Pet Volunteers

Due to the vulnerable nature of people you may see during your visits, it is important for OTP volunteers to adhere to the following rules;

- **Practise strict hand sanitising and hygiene standards when visiting hospitals and rest homes. You must follow all health and safety, and infection control procedures as outlined by employees at the establishments you visit.**
- **Speak clearly and announce yourself when entering a room or area as many have limited vision and hearing. It is possible at times that a clients' mood may change suddenly and they may no longer want a visit at that time.**
- **Some clients may have lapses in memory so you may need to remind them of you, your animal's name, and other details multiple times.**

9. Volunteering with Animals

You may have the opportunity to bring your pet along to some of the activities you do as an event volunteer. Make sure you speak to your supervisor if you intend to bring your pet to an event. In most cases, this would apply to dogs. If you have an animal you wish to bring along that is not a dog, advise your supervisor beforehand, as the event may not be suitable for other animals. Our primary concern is always the welfare of animals – so please always ask before you bring your buddy along!!

IF YOU WANT TO TAKE YOUR PET WITH YOU, YOU MUST;

- Get SPCA contact approval before the event
- Ensure dogs display a current registration tag
- Keep animals secure during the course of the event; e.g. dog must be on lead at all times
- Be over 18, or supervised by an adult
- Provide enrichment for the animal
 - Fresh water
 - Towel or blanket for bedding
 - A toy or something to prevent boredom
- Limit your time to 2 hours
- Take regular breaks
- Not take your dogs' indoors without prior permission, unless they are service dogs
- Only bring one at a time

YOUR PET CAN ATTEND IF IT;

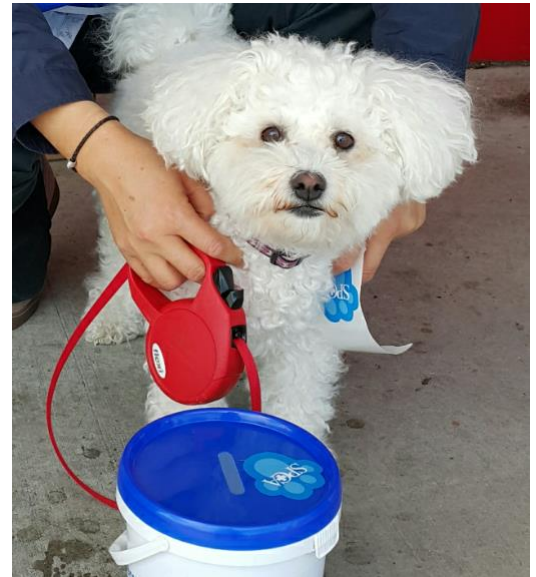
- Is fully vaccinated
- Enjoys meeting new people
- Is tolerant of children
- Loves being touched
- Is healthy
- Is well socialised
- Is well mannered

YOUR PET CANNOT ATTEND IF IT;

- Isn't fully vaccinated
- Is scared of children
- Doesn't like being touched
- Is unwell
- Is nervous in large crowds
- Is not well mannered
- Growls when protective or suspicious
- Nips or bites when provoked
- Barks at strangers

FURTHERMORE, OUTREACH THERAPY PET VOLUNTEERS MUST;

- Keep their pets restrained (dogs on lead) at all times (unless performing an approved activity or therapy)
- Remain with their animals at all times
- Ensure dogs do not jump up as skin on elderly clients can be thin and papery
- Ensure their animals are not a trip hazard when walking or playing



10.Fundraising with Food

Cake stalls are a great way to get involved in fundraising for SPCA. If you do want to run a cake stall, please note that if you don't have a mobile food license you can only run 2 per calendar year. This will fall under the 'special occasion' category.

Organisations and individuals who wish to run a stall more than twice a year must obtain a mobile food licence, and have a stall that complies with the Food Hygiene Regulations 1974.

Food Safety Guideline – for more info, visit Auckland City Council [website](#)

- Baked food (Cupcakes, slices, bread, muffins etc.) must be prepared as close the event as possible
- Food that require refrigeration (cream, custard etc.) cannot be sold if they are unable to be stored below 4°C or below
- Food must be transported, stored and displayed in covered containers to prevent contamination
- Food cannot be stored on the ground, and there should be suitable space for storing surplus food
- All whole food must be suitably wrapped or packaged in food grade material
- All food sold in individual portions must be handled using tongs and served on paper plates or serviettes
- Gloves must be worn when handling food not wrapped, and should be changed frequently
- Wash your hands regularly and use hand sanitizer

11. General Information

Dress Code – minimum expectations

Whilst we encourage you to be creative with your clothing, we want to ensure you are safe and also that you are representing SPCA in a positive light. Please use common sense when choosing clothing for an event.

Outreach Therapy Pet Volunteers (OTP);

- Uniform shirt, dark/ black pants and dark closed toe shoes
- Dog to wear OTP bandana and be clean and brushed prior to each visit.

Volunteers Collecting Donations;

- Hi-vis vest will make you more visible to pedestrians, traffic, and potential donators!!
- Be creative! Onesies are always a HIT

Everyone, when working with animals;

- Long hair should be tied back
- Jewellery should be kept to a minimum (to ensure it isn't grabbed by animals)

Food Handling;

- Hair should be tied back with a hair net
- Gloves should be worn when handling food

Selling Food;

- Dress for the weather conditions!
- Use tongs or gloves to handle food

12.Assessment Requirements

13.1 ☒ Quiz

13.2 ☒ Orientation Acknowledgment and Assessment

13.Competency Assessment for: 3.5.3.4.Health and Safety Induction.Off-Site Volunteers.doc

Trainee Name: _____ Department: _____

13.1 ☐ Quiz

Trainee to complete all questions and return to assessor

Rating guide: **C = Competent**

NYC = Not Yet Competent

NA = Not Applicable

Questions		Responses (To be completed by person being assessed)	Rating (Assessor to complete)
1	Under the Health and Safety at Work Act 2015 (HSWA), workers and SPCA have their own responsibilities. Match the responsibilities to; 1 The worker (You) 2 The PCBU (SPCA) By numbering each line	<input type="checkbox"/> Take care of your own health and safety <input type="checkbox"/> Comply with reasonable instructions <input type="checkbox"/> Provide a safe work environment, system of work, and safe plant and structures <input type="checkbox"/> Monitor the health of workers <input type="checkbox"/> Provide adequate facilities, information, training, instruction and supervision <input type="checkbox"/> Cooperate with safety policies and procedures <input type="checkbox"/> Take care not to affect others' health and safety <input type="checkbox"/> Monitor health and conditions of the workplace <input type="checkbox"/> Ensure safe use, handling and storage	C / NYC / NA
2	If you discover an emergency, in what order should these actions be completed? (Number from 1 to 4)	<input type="checkbox"/> EVACUATE – the building/area <input type="checkbox"/> REPORT – Notify your supervisor and SPCA contact by voice and complete your reporting process <input type="checkbox"/> ISOLATE – the cause <input type="checkbox"/> SEEK HELP – Call 111	C / NYC / NA
3	If you are injured, in what order should these actions be completed? Number from 1 to 3	<input type="checkbox"/> REPORT – Notify your supervisor and SPCA contact by voice and complete your reporting process <input type="checkbox"/> SEEK HELP – Seek First Aid, or call 111 if major <input type="checkbox"/> RETURN – advise your supervisor and SPCA contact of any further treatment	C / NYC / NA
4	If you discover a risk, in what order should these actions be completed? (Number from 1 to 4)	<input type="checkbox"/> MANAGE – advise relevant people <input type="checkbox"/> REPORT – Notify your supervisor and SPCA contact by voice and complete your reporting process <input type="checkbox"/> ISOLATE – the cause <input type="checkbox"/> IDENTIFY – that it is a risk	C / NYC / NA
5	If a dog fight breaks out, in what order should these actions be completed? (Number from 1 to 4)	<input type="checkbox"/> RESOLVE – call your dog away <input type="checkbox"/> REPORT – Notify your supervisor and SPCA contact by voice and complete your reporting process <input type="checkbox"/> MANAGE – Cease work for the day and get your dog to a vet if required <input type="checkbox"/> STAY SAFE – stay calm and don't break it up	C / NYC / NA

6	<p>What are some things you can do to prevent things like robbery, aggression and theft from members of the public?</p> <p>(Select all that apply)</p>	<input type="checkbox"/> Maintain a professional, customer focused approach <input type="checkbox"/> Keep up a tough front so people are scared of you <input type="checkbox"/> Avoid working alone <input type="checkbox"/> Be alert and aware of your surroundings <input type="checkbox"/> Keep a bat with you at all times <input type="checkbox"/> Remove excess cash	C / NYC / NA
7	<p>When lifting an item, you should do what?</p> <p>(Select all that apply)</p>	<input type="checkbox"/> Keep back straight <input type="checkbox"/> Lift slowly <input type="checkbox"/> Twist your back <input type="checkbox"/> Run to save time <input type="checkbox"/> Bend your knees <input type="checkbox"/> Don't lift if too heavy	C / NYC / NA
8	<p>You have been asked to lift your large dog up for someone to pat, you should;</p> <p>(Select all that apply)</p>	<input type="checkbox"/> Make sure the dog is in a relaxed state <input type="checkbox"/> Be sure you are able to lift him/her safely <input type="checkbox"/> Don't plan the lift, just do it <input type="checkbox"/> Bend your back to make the lift easier <input type="checkbox"/> Lift and move slowly	C / NYC / NA
9	<p>How can you avoid developing a Zoonotic disease?</p> <p>(Select all that apply)</p>	<input type="checkbox"/> Never wash your hands with soap <input type="checkbox"/> Disinfect scratches and bite wounds thoroughly <input type="checkbox"/> Cover open cuts, scratches and grazes <input type="checkbox"/> Allow animals to lick your face	C / NYC / NA
10	<p>When volunteering with animals, you must adhere to some rules. Match the rules on the right to the statements below;</p> <p>1 Your pet can attend</p> <p>2 Your pet can't attend</p> <p>By numbering each line</p>	<input type="checkbox"/> Your animal is scared of children <input type="checkbox"/> Your animal is nervous in large crowds <input type="checkbox"/> Animals must be kept secure at all times <input type="checkbox"/> Your animal loves being touched <input type="checkbox"/> Dogs must display a current registration tag <input type="checkbox"/> Limit your time to 2 hours <input type="checkbox"/> You must provide water, bedding and a toy <input type="checkbox"/> Your animal isn't fully vaccinated <input type="checkbox"/> Your SPCA contact must approve	C / NYC / NA
11	<p>When fundraising with food, how many stalls can you run without a food license?</p>	<input type="checkbox"/> One <input type="checkbox"/> Two <input type="checkbox"/> Three	C / NYC / NA
12	<p>OTP volunteers can ensure their clients safety by doing the following;</p> <p>(Select all that apply)</p>	<input type="checkbox"/> Be hygienic and follow all establishment procedures <input type="checkbox"/> Speak clearly and announce yourself when entering a room <input type="checkbox"/> Don't tell clients your name after the first time <input type="checkbox"/> Allow your pets to roam around during visits <input type="checkbox"/> Remain with your animals at all times <input type="checkbox"/> Allow dogs to jump up on elderly people	C / NYC / NA

Assessor Details

Print Full Name	Signature	Date of Assessment

13.2 ☐ Orientation Acknowledgment and Assessment

Assessor or volunteer supervisor to work through the following acknowledgment to ensure the trainee is aware of the health and safety requirements and expectations of the role.

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	Steps	Rating (Assessor to complete)	Comment
HR RELATED			
1	Required paperwork returned (Application Form, Agreement, etc.)	C / NYC / NA	
2	Dress Requirements Explained	C / NYC / NA	
3	Hours and breaks Explained	C / NYC / NA	
4	Our No Smoking Policy and designated smoking areas at events	C / NYC / NA	
PRACTICAL ASSESSMENT (MANUAL HANDLING)			
4	Demonstrate the correct manual handling technique to lift your animal; Animal in a relaxed state? C / NYC / NA Showing no signs of stress? C / NYC / NA Are you confident to lift on your own? C / NYC / NA Have you planned the lift? C / NYC / NA Back kept straight while lifting? C / NYC / NA Lift and move slowly and calmly? C / NYC / NA Object Lifted: _____ Observer Name: _____	C / NYC / NA	

Trainee Details

I understand that SPCA reserves the right to terminate my volunteer status as a result of the following:

- Failure to pass assessments and training provided by the SPCA to determine my suitability as a volunteer.
- Failure to adhere to the terms of the Volunteer Agreement
- Failure to comply with organisational policies, rules and other regulations.
- Unsatisfactory attitude, work or appearance.
- Any circumstances which, in the judgement of an SPCA Senior Manager would make my continued service as a volunteer contrary to the best interest of the SPCA.

I have read and understand the above section and am confident with the information I have been given at my Induction today. My signature below indicates that I agree to comply with them.

Print Full Name	Signature	Date of Assessment

Assessor Details

Print Full Name	Signature	Date of Assessment