

Native ARC Inc.



**WORK EXPERIENCE
PLACEMENT - SECONDARY**

**GENERAL INFORMATION
AND
CODE OF CONDUCT**

2017

1.1 Accident/Injury Reporting and Administration

All volunteers must be aware of safety requirements, as per Native ARC's Policy and Procedures manual, and must report to the Manager on shift for any situations that are deemed not safe.

1.2 Accident/Injury Procedure

If a minor injury is sustained.

A wound is defined as a tear, cut or puncture to the surface of the skin. Every so often we develop a wound that is at risk of infection. Secondary infection can occur when infectious organisms invade an open wound.

If a volunteer has an existing cut, scratch or open wound or they sustain one whilst at Native ARC they must ensure they are wound is appropriately dressed. Apply a diluted swab of **Betadine** or **Chlorhexadine** solution to the wound then cover with a Band-Aid or sterile bandage.

Notify the Manager and ensure that an "Accident Report Form" is completed. The injured person should seek medical advice if required.

Volunteers must report to the Manager on shift if they feel they have a wound that may be at risk of secondary infection.

1.3 What to do if a serious injury is sustained?

The following procedures apply if a volunteer's life is at risk due to injury, illness, poisoning or envenomation.

First aid kits are available in the admission hallway, volunteer's bathroom, office and undercroft. If a serious accident occurs volunteers must immediately administer initial first aid then ask another person to call 000 for an ambulance and further advice on managing the injured or seriously ill person.

Do not leave an injured or seriously ill person alone.

If the injury is life threatening, apply pressure to the wound(s) and call 000 immediately and follow their instructions. Do not move the person unless there are obvious hazards in the nearby area. If the person does need to be moved due to a potential hazard, be mindful that spinal injuries or broken bones can be worsened by moving the person so this should only be done if the injured person's life is at risk by staying in the area.

1.5 Illness

If the illness is life threatening or the person is having a heart attack or stroke, call 000 immediately and follow their instructions.

1.6 Snake/Insect Bite

If a volunteer is bitten by any snake (or an insect that is believed to be venomous), call 000 immediately and follow their instructions.

Apply a “Snake Bite Pressure Bandage” technique for all snake/venomous insect bites if you have been trained how to do so. Ensure the person is kept calm and lay them down.

1.7 Poisoning

If someone is suspected of ingesting a poisonous substance, call 000 immediately and follow their instructions. Do not give them water unless advised by 000.

1.8 Anaphylaxes

If a volunteer goes into Anaphylaxes due to an allergic reaction, call 000 immediately and follow their instructions. In any situation, look to see if they are wearing a *medical alert bracelet* which may have instructions of what to do or who to call in case of an emergency

2. Emergency Response and Evacuations

See below alarm notifications.

5 seconds alarm sound - indicates **EVACUATION**.

3 intermittent alarm sounds - indicates **LOCK DOWN**.

The following procedures apply to both LIFE THREATENING and NON-LIFE THREATENING emergency evacuation situations. In any Emergency Evacuation, the Native ARC "Emergency Response Warden" (ERW) person is the most senior person on site at the time as listed in priority order below:

1. Manager
- 2 Rostered on TX Supervisor (if Manager unavailable)
- 3 Rostered on Rehabilitation Supervisor (if TX Supervisor unavailable)

2.1 In any emergency evacuation follow the steps below:

1. Know the location of emergency exits. See also Emergency Evacuation Plan or view copies which are located throughout centre.
2. The ERW will contact the relevant emergency response authority as directed on the Emergency Evacuation Plan and call 000.
3. In the event that an evacuation is necessary, an alarm will be sounded continuously for FIVE seconds and you will be directed by the ERW to evacuate.
4. Remain calm. Try to keep others calm.
5. Exit the building using the side or front gates or reception door. *Never* search for personal belongings or try to evacuate animals as this will slow you down. Ensure all doors and exits are left open. **DO NOT lock doors.**
6. Proceed to the designated meeting area(s) located on the Emergency Evacuation Plan. Keep quiet and listen for directions from the ERW.
7. Notify the ERW of any disabled, trapped or injured persons that may be onsite.
8. *Never* re-enter the building unless directed to do so by the fire department, police or ERW.

If an evacuation alarm sounds, take it seriously!

If you notice a fire or smell smoke notify the ERW immediately.

2.2 Lockdown (Violent Persons)

In the event of a dangerous person on site with a potential weapon or intent to cause harm familiarise yourself with the following process.

*If a violent person has been identified with a weapon which has the potential to cause a fatality, all volunteers must go into lock down. If you have safely made your way to a lock down position mentioned below, call 000 immediately.

If you are near the volunteer's bathroom and have access to the evacuation alarm, sound the alarm intermittently THREE times to signal other volunteers on site that lock down is required as they may be unaware.

In rooms or closed in areas

If you are already in a room, or area with doors, STAY THERE. Secure the doors with locks (if possible).

If the door has no lock and the door opens in, a heavy door wedge should be kept on hand and driven in as hard as you can, or use heavy furniture to barricade the door. Move away from the door in case a bullet is fired through it.

If the door has a window, cover it if you can. Depending on the shooter's location, consideration may also be made to exit through windows.

When officers arrive on scene, volunteers should attempt to move toward any police vehicle when safe to do so, while keeping their hands on top of their head. Follow the directions of the police.

Do not leave the area entirely; you may have information that responding police officers will need. Once in a safe place, stay put.

Trapped with the violent persons

If you are trapped, do not do anything to provoke the violent person. If no shooting or violence is occurring, do what the aggressor says and do not move suddenly. Only you can draw the line on what you will or will not do to preserve your life and the lives of others.

If the aggressor does start shooting or attacking people, you need to make a choice (at this point it is your choice): (1) stay still and hope they do not harm you, (2) run for an exit while zigzagging, or (3) attack the shooter. Attacking the shooter is very dangerous, but certainly no more so than doing nothing in some cases. A moving target is much harder to hit than a stationary one and the last thing the shooter will expect is to be attacked by an unarmed person. Any option chosen may still result in a negative consequence.

This is not a recommendation to attack the shooter but rather a choice to fight when there is no other option

Open Spaces

Stay alert and look for appropriate cover locations. Brick walls, large trees, retaining walls, parked vehicles or any other object that may stop firearm ammunition penetrations may be used as cover.

For security reasons, the front reception door and outside entry gates must be locked at all times. If you assess that a member of public may be a threat do not open the door/gate and advise the manager immediately.

2.3 Restricted Site

For OSH reasons, **family and/or friends** are not allowed to visit the centre.

2.4 Smoking is not permitted on site.

2.5 Drugs or Alcohol. Consumption is not permitted on site.

2.6 Use of Personal Protection Equipment (PPE)



Eye
Protection



Gloves



Wash you
hands



Face Mask

Always assume that every animal that comes in is potentially harbouring a zoonotic or other contagious disease.

Disposable gloves MUST be worn when undertaking the following tasks:

- Examining New Admissions ;
- Handling Faeces;
- Handling Reptiles;
- Cleaning; and
- Harvesting Earthworms.

Other gloves such as gardening or welder's gloves MUST be worn for some species such as "birds of prey" although the use of these gloves makes handling, restraining and examining an animal very difficult. Always have two people in the room when handling difficult or potentially dangerous animals.

Eye protection MUST be worn when handling seabirds, birds of prey and some water-birds.

Aprons and gloves should be worn for all cleaning of cages and handling infectious animals in the Isolation and Hospital rooms.

Masks should be worn where the risk of disease from inhalation such as *Psittacosis*. Psittacosis is a disease caused by the bacterium *Chlamydia psittaci*, carried by birds. Humans most commonly catch the disease from infected birds by inhaling the bacteria from secretions and droppings. Older people generally experience more severe illness. This disease can be treated with antibiotics.

Hand Washing

Washing your hands is the best way to reduce the risk of cross-contamination and the spread of disease. Always wash your hands with warm, soapy water in the following situations:

- Before and after handling an animal in the Isolation Room;
- After handling a reptile;
- Before and after preparing food;
- Before examining a newly admitted animal;
- Before putting on disposable gloves; and
- Before eating or drinking.

Hand Sanitisers

Hand sanitisers can be used to remove up to 99% of bacteria on your hands. These only work if your hands are free from organic matter.

Hand sanitisers should be used before:

- Picking up the phone;
- Entering the Volunteers' room; and
- Using a computer.

NOTE: The use of sanitisers can cause skin irritation to some people. Please report any skin irritation to the Manager on shift.

F-10 disinfectant

F-10 is a veterinary grade disinfectant that once diluted (dilution 1:250 strength), can be sprayed onto clothes or skin. Whilst excessive use on the skin is not recommended.

2.7 Zoonotic Diseases

Proper hygiene is essential to ensure the health and safety of volunteers and of the native wildlife. A zoonotic disease is a disease that can be passed from an animal to a human.

The main types of zoonotic diseases are found in:

Reptiles – Salmonella, Mycobacterium and Cryptosporidium.

Birds – Salmonella, Psittacosis (Chlamydiaophilapsittaci) and Mycobacterium.

Mammals – Salmonella, Ringworm, Sarcoptic mange, Q Fever, Toxoplasmosis. Toxoplasmosis is a concern if there is direct contact with cat faeces. Also, handling raw meat, including post mortems of native mammals is considered a route of transmission and disposable gloves must be worn.

Bats - Lyssa, Menangle and Hendra Virus.

2.8 Infection Control

As work experience students, you will be exposed to a range of infectious diseases. Whilst we have no control over the animals we come into contact with, we do have control over the way in which we prevent the spread of infection.

Infection control is a broad term which is used to describe the procedures and protocols designed to limit cross-contamination in the workplace.

Hygiene and preventing transfer of disease between animals and animals/humans is of utmost importance and should be uppermost in your mind at all times. Native ARC provides a range of Personal Protective Equipment (PPE) and hand sanitisers.

2.9 Cleaning

Wildlife rehabilitation involves a lot of cleaning. Cleanliness is important for a number of reasons.

1. By ensuring all patients are in a clean environment we can decrease the risk of infection thereby reducing the amount of time needed in rehabilitation and improving the chance of a positive outcome.
2. Having a clean environment will deter vermin.

NOTE – Disinfectants are chemicals that kill/inhibit the growth of microorganisms. In order for disinfectants to work effectively they require a certain length of Contact Time on a clean surface.

Therefore, it is important to clean vivariums etc with *Trigene®* water to remove debris before disinfecting. **F10** is veterinary grade disinfectant used at Native ARC. When diluted in a 1:250 solution (in spray bottles) F10 requires less than 30 seconds to destroy simple microorganisms. It requires a prolonged contact time of 30 minutes for more complex microorganisms.

Example guide – if the same animal is being returned to its original cage after treatment – the 30 second rule applies. However if a different animal is to be placed in a recently vacated cage, the 30 minutes rule applies. Enclosures, no longer in use, must be scrubbed clean and sprayed with F10 with a minimum of 30 minutes of contact time.

2.10 Manual Handling Overview



INTRODUCTION TO WORK EXPERIENCE AT NATIVE ARC INC.

Welcome to Native ARC and thank you for your interest in undertaking a **Work Experience Placement (WEP)** with our Centre. Native ARC is a non-profit wildlife rehabilitation centre run mainly by volunteers to care for sick, injured or orphaned wildlife. The centre is governed by an **Executive Committee**. A **Manager** reports to the Executive Committee and is responsible for the day to day operations of the centre. The **Treatment Coordinator and Rehabilitation Coordinator** are responsible for the overall management of animal rehabilitation at the centre.

Native ARC operates 4 shifts per day, seven days a week which are staffed by its volunteers.. **WEP students must commit to working a shift (see below) on their nominated day** (unless otherwise arranged).

3. Code of Conduct for WEP

3.1 Native ARC Inc

Native ARC operates in line with the principles and guidelines established by the Department of Parks and Wildlife (DPaW). All work experience students are expected to adhere to requirements identified by DPaW relating to the care and management of wildlife.

3.2 Values

Native ARC will be guided by the following values:

Respect - This includes the promotion of inclusiveness, empathy, communication , goodwill and environmental sustainability.

Integrity - This includes the promotion of honesty, loyalty, ethical behaviour.

Leadership - This includes innovation, creativity, problem solving, accountability, vision, responsibility and inclusion.

3.3 WEP Management

Native ARC acknowledges that the centre and WEP students have rights and responsibilities.

Native ARC will:

Provide information, supervision and training;

Provide a safe workplace; and

Provide a code of conduct to guide participation at the centre.

WEP students will:

Undertake tasks allocated;

Conduct themselves in accordance with Native ARC's policies and procedures and code of conduct;

Undertake training if required to undertake a particular activity;

Follow guidelines for risk management; and

Comply with all legal obligations.

3.4 Attendance

Appropriate care of animals at Native ARC depends upon WEP students being present on assigned days and times. It is expected that students will attend on the nominated day and times. If they are unable to attend on the designated shift they should provide the Manager with as much notice as possible.

WEP student shift runs from:

AM SHIFT: 8.30am – 1:30pm; or

PM SHIFT: 1.00pm – 6.00pm. or

ALL DAY: 9:00am – 5:00pm.

3.5 Administration

Students must sign in when they arrive and sign out when they leave to ensure appropriate insurance coverage and also for emergency response situations.

It is important to dress appropriately which includes long pants, closed in shoes and a plain black tshirt. Hats and sunscreen are also important in the hot summer months. Lunch or drinks can be stored in the fridge in the volunteers' room.

Please limit any valuables as **we do not guarantee their security.**

3.6 Occupational Health and Safety

All wild animals are unpredictable and can be dangerous especially when injured. Working at Native ARC carries inherent risks including animal bites, scratches, bruises, eye injuries, zoonotic diseases and other mishaps.

WEP students must agree to practice proper occupational health and safety and hygiene practices while at the centre. This includes hand washing before and after contact with each animal and wearing appropriate gowns and masks when dealing with contagious animals and gloves when cleaning cages etc.

It is also important students are conscious that snakes may be on site during summer and be vigilant.

Do not wear jewellery as this presents a significant safety risk as earrings bracelets etc may get caught in claws or beaks.

Native ARC is a smoke free and alcohol and drug free workplace and food must only be eaten in the volunteers' room.

If an injury is sustained please report this to the supervisor on shift and complete an accident report form which is obtained from the Manager's office. If you observe any potential risk you must report this to the supervisor immediately.

3.7 WEP Behaviour

WEP students must not make individual contact or statements to the public or media on behalf of Native ARC, its activities or other volunteers.

WEP students are required to act respectfully to each other, supervisors and other volunteers, the property of each other and the property of Native ARC. Comments and language either written or verbal of a derogatory/offensive nature are not acceptable.

WEP students must leave their mobile phones in the lunch room and only make calls to parents or in an emergency.

There are a number of grounds where WEP students will be asked to leave.

These relate to:

- Taking photographs of the animals, volunteers or the centre or placing anything to do with Native ARC on Facebook or other social media;
- Bullying;
- Threatening behaviour in person or in communication;
- Any form of harassment or discriminatory behaviour;
- Behaviour resulting from alcohol or substance abuse;
- Removing animals from the centre or allocating the care of animals without permission;
- Stealing from the centre e.g. removing food and/or equipment/items without permission;
- Not complying with specific requests deemed to be in the centre's best interest; *and/or*
- Causing animal abuse or neglect.

After a probation period of 1 – 3 weeks WEP students will be assessed. If there are issues with performance the work experience will be terminated.

3.8 Animal Care Processes

WEP student tasks include food preparation, cage cleaning, animal feeding, dish washing, laundry, ground maintenance and general cleaning of the building. These tasks must be done daily. If a WEP student sees a task that needs performing and is unable to perform it he/she should ask the supervisor for guidance.

3.9 NATIVE ARC Policies

Native ARC has a number of policies relating to the operation of the centre. These are located in the office and available to read by all volunteers and work experience students at any time.