



Volunteer
Student Placement
and
Internships
Handbook

Kirkley Hall Zoological Gardens, Ponteland, Northumberland, NE20 0AQ
Call 01670 841235, visit www.kirkleyhallzoo.co.uk or email zoo@kirkleyhall.co.uk

Find us on:



Welcome to Kirkley Hall Zoological Gardens

In this information pack you will find all the information that you need to make the most out of your time while you are at Kirkley Hall Zoological Gardens.

Whether you are with us for a few days volunteering or a full year as an intern.

This booklet should hopefully help you understand what the application process is and what will happen once you start at Kirkley Hall Zoological Gardens.

Here at the zoo we really do appreciate all the help volunteers; placement students and interns do for us.

Your work and time contributes to the success of the zoo allowing us to achieve far more.

Thank you

Steven Sykes

Animal Centre Resource Manager

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Application Process and Volunteer Expression of Interest Process

Your first step is to read the info that is available to you on our website within the following links:

Volunteers:

<http://kirkleyhallzoo.co.uk/the-zoo/volunteering.aspx>

Student Placements:

<http://kirkleyhallzoo.co.uk/the-zoo/student-placements.aspx>

Internships:

<http://kirkleyhallzoo.co.uk/the-zoo/internships.aspx>

Please follow the information that these pages contain.

They will guide you through the process and also give you the correct forms to fill in and also who to send that completed forms to.

Please note we cannot accept forms completed from parents or guardians.

We are looking for volunteers and students that are individuals with confidence and the ability to apply themselves.

We always ask that you complete a DBS check. This is because you will be working with younger students from Northumberland College. The current cost is 50.00 (Spring 2017)

We will send you out a DBS form and a checklist of ID requirements.

We need you to scan those documents and send in your completed DBS form along with the photocopied identification so we can then process your application. The DBS report will be sent to your home address so you will need to send that in before we can confirm your first date of working here.

We will also need you to complete a Medical form that we can send out to you via e mail.

Uniform

All applicants, whether you are volunteering, on an internship or a placement must all adhere to the strict uniform policy (see next page).

You need to provide your own:

- Steel toe capped boots
- Dark blue overalls

You can buy these from a variety of places ARCO, B and Q, Jewsons, Wickes etc.

If you would like to purchase the branded black clothing with the zoo logo embroidered on it then you may request an order form and you can purchase those direct from ARCO.

You also need to ensure the following:

- Clean non painted short rounded nails
- Hair tied back
- No piercings
- only single wedding band allowed
- Minimal make up
- No fake eyelashes etc.

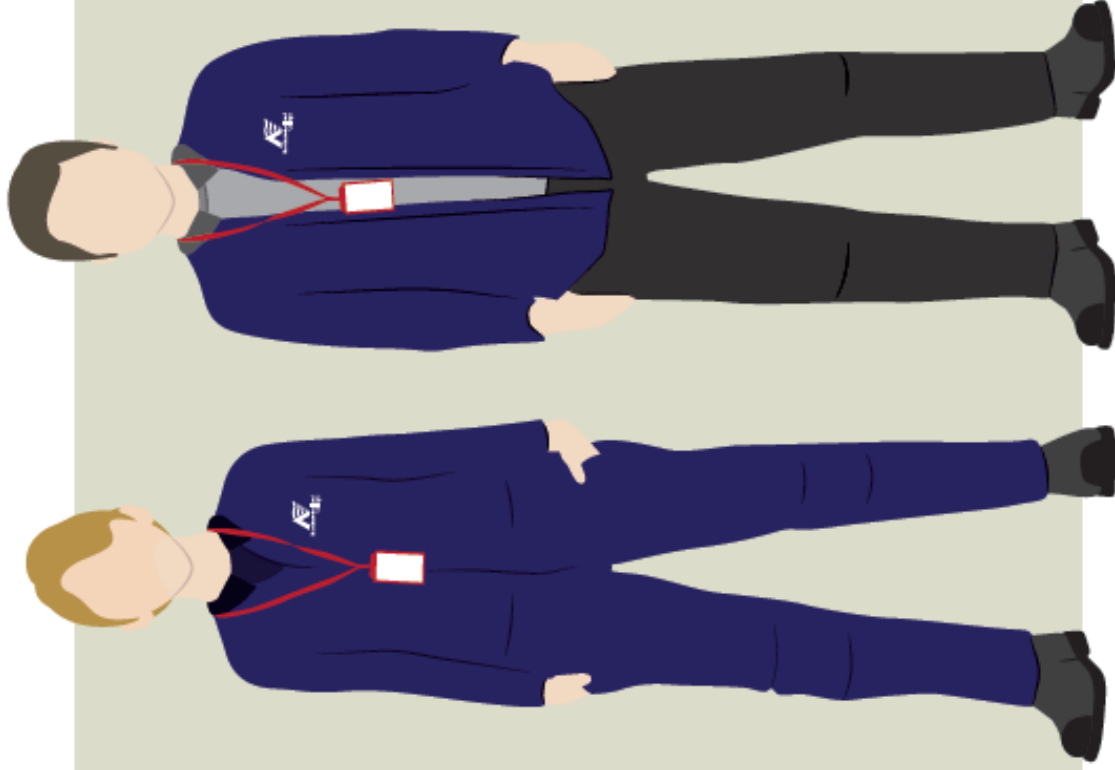
This is to ensure that you are safe whilst on your placement and also to ensure our animals are kept safe too. We will provide you with other items as and when required such as gloves, masks and aprons.

Please tell your supervisor on the first day if you are allergic to latex so we can provide the correct gloves for you.

If you cannot provide the above or meet our dress code each and every day you will not be allowed to start your day.

You will be sent home.

Personal Protective Equipment



All students must...

Wear dark blue overalls fastened up the front

or...

Wear work trousers - blue or black (no jeans or leggings) with grey polo t-shirt or jumper and/or college branded blue jacket or dark blue work jacket

and...

- Wear steel toe capped boots, rigger boots or wellies
- Keep hair tied back
- Have student badge around neck on lanyard
- Wear no heavy makeup or lash extensions
- Wear no nail varnish and clean short nails
- Wear no jewellery or piercings
- Not wear excessive perfume/deodorant
- Not wear hoodies

Your First Day

If you are starting during the week during term time then we ask you to report to reception for 9 am. The reception staff will be expecting you and will contact the Centre to come and collect you.

If you are starting on a weekend day or school holiday day then we ask you to start at 9.30am and ask you to make your way to the Zoo pay kiosk where they will contact the keeping staff to get you started.

The first day for all students, volunteers and interns are typically the same.

once you have arrived the keeper in charge that day will introduce themselves and then go through a few things before you get started working on the zoo.

The keeper will go through a health and safety presentation to ensure you are aware of the risks associated with working with the animals here at the zoo along with break times, punctuality, our expectations of you, what happens in the event of a fire and other housekeeping issues. once this has been reviewed we will get you to sign a health and safety confirmation sheet to say you have been told about the various issues above.

After the health and safety chat you can then get your uniform on and you will be introduced to your keeper for the day. Each day you are in you will be assigned a different keeper whom you will stay with for the duration of that day. At the end of each day we advise you to ensure you wash your overalls and boots ready for the next day as you might be on a different section and we don't want to transfer disease from one section to the next

Volunteers

Each week we ask you to e-mail Steven Sykes on

Steven.sykes@northland.ac.uk

To book yourself in for the days you would like. This is important so we know who to expect and also plan activities and tasks that can be done whilst you are in.

The range of activities you carry out whilst at the zoo includes the following:

- Helping the keepers look after the animals
- Preparing feed for the animals
- Maintaining the grounds including sweeping, weeding etc.
- Helping the hosts look after our guests, helping handle the animals in the PETALZ barn
- Helping our education team with encounters, handling Shetlands, goats and donkeys and reptiles
- Helping with school trips
- Fundraising
- Conservation awareness days

We do hope you want to do lots more than just look after the animals.

We often will e-mail you and ask for help on busier weekends also such as lambing weekends, Madagascar weekends, zoo clubs and birthday parties.

Lambing Weekend - although lots of our volunteers would love to help out at lambing, our very own Agriculture students do the majority of the lambing work therefore volunteers are normally needed for directing and cleaning only.

Student Placements

Depending on the length of placement the types of activities you might take part in while you are on placement at the zoo include:

- Helping the keepers look after the animals
- Preparing feed for the animals
- Maintaining the grounds including sweeping, weeding etc.
- Helping the hosts look after our guests, helping handle the animals in the PETALZ barn
- Helping our education team with encounters, handling Shetlands, goats and donkeys
- Helping with school trips
- Fundraising
- Conservation awareness days

Supervision whilst on placement

Please be aware that we are a working zoo, we always provide support and care for all our students placements but please be aware that our keepers do have to do their role throughout the day and often you may be left to get on with jobs while other keepers get on with their role.

There are up to 6 keepers working any one day and are always about to help out and support of you need any help or have any queries but they might not be by your side at all times due to their busy workload.

You will not be asked to carry out anything that we have not assessed to be safe and suitable for your age and ability.

Duke of Edinburgh Award

We do often get asked about students carrying out D of E here at the zoo.

We request that this is supported by a letter from your school and that we can do this at a time to suit you.

Often we are requested for 1 hour from 4-5 which is not often suitable as this is closing down time here at the zoo and in winter often too dark to carry out any jobs while the keepers finish off.

We can however accept students during the spring/summer if this is more suitable.

Internships

In all cases interns will have the first four weeks shadowing our keepers ensuring they get to know the basics of the zoo and getting to know our animals and how we do things. There is an option to complete a 'zooploma' booklet that covers all the basic keeper husbandry tasks that you have done over those weeks to show what areas you have worked in.

After the initial 4-week period we then have a review where we start to look at what you would like to concentrate on for the rest of the internship period.

Areas that you can focus on include:

- ZIMS online animal recording
- Nutrition and diet formulation
- Enclosure design
- Animal training
- Legislation
- Education
- Event management
- Presenting
- Enrichment
- Procurement
- Marketing
- Hosting
- Customer services and Research

Other areas will be considered on an individual basis.

This is the statement of general policy and arrangements for: Kirkley Hall Zoological Gardens

company name: KIRKLEY HALL ZOOLOGICAL GARDENS

(risk assessment for staff, students, volunteers, visitors & School groups)

Risk assessment			
AREA	What are the hazards?	Who might be harmed and how?	CONTROL MEASURES TAKEN
SHOP	Tripping Slipping	.Staff .students .volunteers .visitors	<ul style="list-style-type: none"> • General good housekeeping. • All areas well lit, • No trailing leads or cables. • Staff keep work areas clear • Ensure clear passage • Warning signs/care with cleaning • Care with products sold
PATHWAYS	Tripping Slipping	.Staff .students .volunteers .visitors	<ul style="list-style-type: none"> • Remove obstructions (i.e. hoses, buckets etc.) • Salt paths in winter, warnings when wet • Repair pot holes immediately
Outside animal display	Injury from handrails fencing Bites/scratches/ill health Injury from 'furniture' in cages	.Mainly applies to staff .volunteers .students But some points may apply to visitors	<ul style="list-style-type: none"> • Check for damage and repair daily • Ensure proper training for each task, use of protective equipment • Regular maintenance, • Ensure ease of access to cages on a daily basis (staff) • Restrict access, warning signs (visitors) • Restrict access, regular maintenance
Indoor Display Area	Fire Bites/scratches/ill health Cuts from broken glass Injury from handrails Tripping Darkness – Nocturnal area	.Staff .students .volunteers . visitors	<ul style="list-style-type: none"> • Procedure in place, clearly marked exits, extinguishers on site • Ensure proper training for each task, use of protective equipment. • Check for cracks in glass • Check for and report any damage to a manager and repair as required. • Remove obstacle • Warning signs (i.e. allow time for eyes to adjust) • Check all points on daily basis

Picnic Area/ play area	<ul style="list-style-type: none"> . Tripping . Insect stings/bites . Possible Contamination from dirty foot ware on slide 	<ul style="list-style-type: none"> . Staff . students . volunteers . visitors 	<ul style="list-style-type: none"> . Remove obvious dangers or place warning signs . Ensure bins emptied regularly and debris cleared area to avoid attracting wasps . Tables and slides to be wiped down daily . Signs don't forget to washes your hands before eating or drinking . Give out leaflets one. coli . Hand wash station for people to wash hands before eating
Animal Contact/Handling	<ul style="list-style-type: none"> . Disease . Infection . Injury . Bites 	<ul style="list-style-type: none"> . visitors 	<ul style="list-style-type: none"> . Wash basin provided with anti-bacterial soap with Warning sign: Hands should be washed thoroughly after touching any of the animals. . Posters of how to wash hand properly . Give handouts on e-coli . Gel hand wash stations . Warning signs do not feed pigs or ponies bite risk
Animal Contact/Handling	<ul style="list-style-type: none"> . Disease . Infection . injury . Bites . scratches 	<ul style="list-style-type: none"> . Staff . students . volunteers 	<ul style="list-style-type: none"> . Staff member must give permission before any animal handling (volunteers and student) . Provide proper training and supervision . UNDER NO CERCUMSTANES SHOULD VOLUNTEERS OR ANY STUDENT GO IN WITH THE FOLLOWING ANIMALS OR FEED THEM WITHOUT SUPERVISION : Eagle owls, Australia, Marmosets, lemurs . Lemurs/marmosets/Porcupines/Coatis/Meerkats/Northern tree Shrews under supervision of a member of staff ONLY . All snakes over 7ft should only be handled by staff and should always be with another members of staff . This includes when the snakes are been fed . Provide info on <u>zoonoses</u> by giving hand outs and training . Provide posters in hand washing areas on how to wash hands correctly . Provide protective clothing and equipment (steel toe capped boots and overalls/uniforms) . Volunteers /students/ visitors are NOT permitted to hand feed the animals (Excluding sheep alpacas and goats but must wash hands thorough after wards)

<p>Animal food prep room</p> <p>Frozen food prep</p>	<ul style="list-style-type: none"> . Kitchen knife . Ill health . Slips . Trips . Stings . Cleaning . Chemicals <p>Chicks and fish -puncher wounds</p> <ul style="list-style-type: none"> . Scratches . Ill health . Fish 	<ul style="list-style-type: none"> . Staff . volunteers . students 	<ul style="list-style-type: none"> . Cutting fruit – staff members must give proper training and assistance of students and volunteers before the handling of knives . Provide training on handling and defrosting meat . Provide protective clothing (steel toe capped boots and overalls/uniforms) . Advise thorough hand washing after handling frozen or defrosted meat or fish . Information on zoonoses given . All spills should be cleaned up immediately signs put out to warn others . Any obstacles on the floor should be removed or warning signs to be put out . Cupboards with chemicals to be kept locked only staff having access to them . Ensure proper training . Ensure proper COSHH guidance is available . Bins to be emptied daily to avoid wasps/bees/ flies . Good house keeping
<p>Accidental contact with animal 'products' (excreta, urine, saliva etc.)</p>	<ul style="list-style-type: none"> . Infection . Ill health 	<ul style="list-style-type: none"> . STAFF . STUDENTS . VOLUNTEERS 	<ul style="list-style-type: none"> . Proper training and information on zoo noses given . Protective clothing and equipment provided, (steel toe capped boots and overalls/uniforms) . Instruction given to cover all scratches/wounds with an appropriate waterproof dressing before coming into contact with animal 'products' . Advise thorough hand wash with anti-bacterial soap after contact with animal 'products'
<p>Routine and none routine administering medication do animals</p>	<ul style="list-style-type: none"> . Scratches . Slip . Trip . Bites . Ill health 	<p>STAFF</p>	<ul style="list-style-type: none"> . Remove obstacles and furniture from enclosure . Protective clothing and equipment (steel toe capped boots and overalls/uniforms) . Proper training and information on zoo noses . Always work with 2 members at least while giving treatment to animals . Thorough hand wash with anti-bacterial soap after contact with animal 'products'

Assessment review date: 15th APRIL 2016

Induction

All new staff/volunteers will receive an induction on their first day. The induction will include the following:

- Introduction to other staff members
- Asked to read the Health & Safety Policy
- Asked to read Risk Assessments
- Given explanation and information on zoonoses
- Asked to read the 'escaped animal procedure'
- Fire procedure explained and shown location of fire exits and extinguishers
- First aid procedure explained and shown location of first aid kit
- Tour of the centre to include: location of kitchen for human food prep, toilets and hay shed
- Given explanation of responsibilities and behaviour.

Name: Steven Sykes

Signed:

Position: Centre Manager

Date of risk assessment: 01/04/2016