



Volunteer Tasks – Protocols

Our volunteer board is located inside our admin office of our main (red) building.
Please ask a staff member if you have any questions or concerns.

Deck

Deck is our “animal kitchen”, which is where we prepare and make the food given to all our animals on site. Animal dishes should be washed in Sink Room ONLY. Which can be located in the house, through the intern kitchen, where there’s a room with two big sinks. Doors leading outside and into the kitchen should always be kept shut to help keep bugs out. We use our crock pots to cook chicken and eggs that are used for many different animals. Glass door fridges are used to store animal food only and should be kept clean and always organized. Tasks that can be done to help our staff and interns:

- Organize food bins under counter and remove spoiled food
- Sort and put away donated food while rotating new and old product
- Clean used dishes, dry and put away on deck
- Sweep and mop floor, wipe down windows and doors

Sweep / Mop Triage

Triage is our main house, the red building. Brooms and mops are stored on deck. (our “animal kitchen”) Mats can be swept off, and then folded neatly and placed somewhere in the same room. Some rooms like Exam Room and Triage Nursery have their own dedicated brooms. Please make sure to sweep under/behind furniture and items on the floor, as well as corners of rooms and baseboards. Towels stores in our animal closet (directly across from Exam Room) can be used to dry floors after mopping and discarded in our animal laundry baskets which is in the closet of Triage Nursery. Please make sure to place mats back when complete.

Sweep / Mop Nurseries

All nurseries should have their own dedicated brooms and mops stored outside, near the doors. Please do not cross contaminate to different rooms. If an item is missing, ask a staff member. Make sure to dry the floor and place mats back when complete.

PLEASE ASK A MEMBER OF STAFF before entering raccoon nurseries.

Gardening / Weeding

Any and all tools you need can be found at our tool shed. This shed is located down the front of the property, against the gate, past the organic's bins and raccoon cages. Please make sure to sign out and sign in any tools you use. The sign out sheet is in the tool shed on the counter if you walk straight inside. We have a big site and gardening is a constant job! If you need guidance, ask a staff member. Inform staff if any tools are broken, we just want to know so we can replace it.

Grass Cutting

Weed wackers and lawn mowers can be found at our woodshed. This shed is located down the front of the property, against the gate, past the organic's bins and raccoon cages. It is straight down the driveway in an open covered area with a lot of wood stored inside. Please make sure to sign out and sign in any tools you use, the forms for these are inside the tool shed. Inform staff if any tools are broken, we just want to know so we can replace it. If you have any questions or concerns about what to do or about any of the equipment, ask a staff member or our senior maintenance supervisor, Axl.

Organize Treat Shed and Boot Shed

Treat Shed and Boot Shed can be located directly outside of our admin office, beside the pear tree that stands alone in the courtyard. The best ways to tackle these sheds are to remove everything out of them, sweep the floor and remove any debris or garbage and reorganize items as they are returned. In the treat shed, we do not keep any "raw" treats. Please dispose of these if found or take them for personal use. Boot shed, please ensure all boots are a pair and organize by size. If any sizes seem to be missing, tell a staff member.

Laundry

Laundry is such an important and ongoing job here at our centre. As we fight cross contamination and disease, linens are changed once a day at minimum. I'm sure you can imagine how much laundry that accumulates. Our laundry room (the bright painted shipping container beside our red building) holds 2 industrial size washers and dryers. These must be filled at least 3/4 full in order to function properly. Laundry bags are stored around the container in a black tub. Laundry from different rooms cannot be mixed with minimal exceptions; Triage Nursery and Rabbit Room can be combined. GP1 specifically must be washed only with other GP1 laundry. (Gravel Pen 1) Instructions on how to use the machines is laminated on the table and side of machine.

- Shake out all blankets/towels before putting them into the wash, if any bags are excessively full of food, please inform a staff member. Laundry should be shaken out before being put in garbage bags.
- Use prevail solution to wipe all washers and dryers inside before every load
- Refill cleaning supplies if empty from cleaning shed (right beside laundry room)

Straw Change Goats

We don't rehabilitate any types of farm animals, but we do have two permanent resident goats with a lot of personality. Their names are Violet and Prince. Straw changes are when we remove all the straw inside of an animal's den box, scrub the floor, dry it and replace the straw. Unless experienced, you will never be asked to do a straw change alone. Other tasks to be done inside the goat enclosure can be refilling their water bucket, topping up their hay or cleaning toys and items in their enclosure. We even take our goats for walks or runs out in the field for some extra exercise.

Wipe Doors / Windows

In every room on our facility, we have spray bottles dedicated to that room/nursery that contain diluted prevail for cleaning and disinfecting. These spray bottles get refilled daily and the product inside is diluted at a 1:40 ratio so that they are safer for our skin in case of accidental contact. Since paper towel is very sought after, if we are running low, we can use towels that are kept in our animal closet which can be found beside Triage Exam and Triage Washroom. After wiping down all doors and windows inside and outside, please put any dirty laundry into our "animal laundry" which can be located inside our Triage Nursery closet.

Clean and Organize Intern Kitchen

Our intern kitchen is located at the top of the stairs coming from admin and turn right before you go through the glass doors onto deck (our animal kitchen). This is where all the interns and even staff prepare food for human consumption. Organizing this area would involve going through the cupboards and making sure it looks neat, as well as discarding any out-of-date products that may be kept in the fridge. Anything recently expired can be kept, as we do receive a lot of out of date, frozen, donations for our interns. Other tasks can include wiping surfaces inside and outside of cupboards and drawers, cleaning the ceiling light, cleaning the oven and inside of fridge. We do have another intern specific fridge that is located on deck, as well as a couple cupboards dedicated to intern food. These also need to be sorted and old/spoiled food removed. If you are unable to locate these cupboards, ask an intern or staff member.

Organize Kibble Container

Our kibble container is a big brown shipping container located just outside of our admin office, towards our gravel pens on the right-hand side before you head through the gate. This is where we store all our cat and dog dry kibble, as well as any canned or packaged wet food we receive. Upon entering, you will see two shelving units, the one on the left holds cat food and the one on the right holds dog food. Wet food is typically stored against the wall when you enter the door on the right. For this task, you can organize to make sure the food is separated by cat and dog and that the bags of kibble are sitting neatly. Sweeping the floor of any loose kibble that remains and making sure everything inside the container is kept nicely.

Rake Driveway

Rakes can be located at our tool shed. This shed is located down the front of the property, against the gate, past the organic's bins and raccoon cages. Please make sure to sign out and sign in any tools you use. The sign out sheet is in the tool shed on the counter if you walk straight inside. We just want to remove any pinecones, leaves, straw, or any other debris that could be left on the gravel from deliveries and daily use. Once it has been raked, piles can be collected in wheelbarrows, throw any garbage away, organic material can be brought to the outback or to the skip. (Red container)

Intern Shadow

Intern shadows are volunteers that we pair with the interns to help with their daily tasks. This job could include food preparation, cleaning, laundry, and general tasks that will help our facility run smoothly. This may include seeing an intern's animals but will not have any handling or talking to the animals involved. We keep our animals as "wild" as possible and the more human interaction they get, the more accustomed they will be to humans and less likely to survive in the wild. We do not recommend signing up for intern shadows if your hopes are to see or work with the animals. This task is a great help to our interns, they can have very busy days and many feeds. If you have any questions or concerns about this task, talk to a staff member.

Cage Cleaning

Cage cleaning is most typically done on our raccoon cages. The first time you are put on cage cleaning, you will be doing the entire process with the parent/intern as each cage is a little bit different and every group has a different dynamic. Cage cleaning is considered a "deep clean", this involves sanitizing and scrubbing every surface of the cage to help minimize the spread of. A couple very important things to keep in mind.

- You must always wear rubber boots while cleaning and boot dip before and after entering a cage. Boot dips are diluted bleach water that we use to fight against cross contamination, they should be at every cage and gate entrances.
- Only equipment used for that cage can be used during cage cleaning. You cannot take another cages equipment. If new brushes are needed, please find the parent/intern or a staff member so we can provide you with what you need from our Cleaning Shed.
- You are not permitted to touch or talk to the animals. We keep our animals as "wild" as possible and the more human interaction they get, the more accustomed they will be to humans and less likely to survive in the wild.

Maintenance

Maintenance volunteers will be directly assisting our Senior Builder, Axl. He will provide tasks and jobs around site that help our staff, interns and animals. This could include painting, construction, using power tools, moving supplies, etc. We have a lot of work to do and there is something for everyone, tasks will be altered to your abilities. Please ask Axl if you have any questions or concerns.