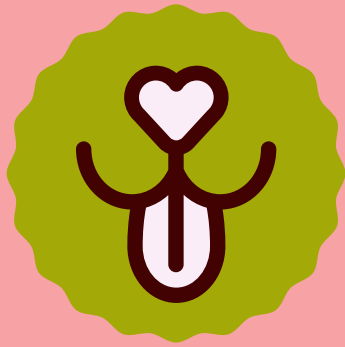




HUMANE ANIMAL RESCUE

VOLUNTEER HANDBOOK

Thank you for joining Humane Animal Rescue.
We are so thankful you are here!





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WHY ARE WE CALLED



Why We Started

Humane Animal Rescue was started by Grace who worked and fostered with several rescues & shelters in Naarm and was fed up with the treatment of animals and volunteers.

What We Do Differently

We staunchly believe in **force free training** of animals in and out of care and won't settle for less. We treat our volunteers like the heroes they are - providing everything and giving support. We are always transparent with financials & figures, are accountable, and always appreciate feedback.

What is Force Free Training?

Force-free training is the most up-to-date, science-based training approach. Simply put, it is the method of training dogs without using force, coercion, threats, intimidation or inflicting pain on the animal. This involves avoiding punishments or anything that will invoke fear, panic, cause pain or harm the dog in any way.

What is Balanced Training?

Balanced Dog Training refers to any approach to dog training or behaviour modification which involves the use of both reward based techniques and aversive consequences. As well as reward based training, balanced training uses harm, fear, panic, and pain in dogs.

Why use Force-Free Dog Training?

You may see trainers achieving quick results with intimidation and the use of force as they invoke fear, panic, and punish the animal. So, if we get results with balanced training, why change? Not only is balanced training inhumane and an outdated method, but it has also been proven that we see short term results that do not last.

Force-free training also involves teaching dogs manners without pain, threats, intimidation, force or coercion. It's accomplished without the use of choke chains, pinch, prong and shock collars, physical manipulation to change their position, pushing or pulling them by the leash or collar, and kicking or hitting them with an object, a foot, or a hand in a misguided effort to win their compliance.



What is Force Free Training?

FORCE FREE TRAINING DOES NOT USE

Fear to overwhelm and bully
a dog

Pain to cause a dog to shut
down emotionally

Anger to break your dog's
trust

Bribery (only) to make
working with a dog easier

Allowing a dog to run wild
and do what it wants
because 'it is having fun.'

Quick fix methods that does
not correct the behaviour



FORCE FREE TRAINING IS

You and the dog learn
together

You are both accountable
for your actions and
reactions

Training is a lifestyle

The dog is allowed to say
'no please'

It is based on respect,
humane expectations, and
relationship building

Based on repetition until the
dog learns.

Meet Our Team

Grace Gibson Cain

President & Founder



James Douglas

Director



Cornelia Adolffson

Vet Support & Board Member



Jez Winters

Director & Treasurer



Humane Animal Rescue has a board or directors that consists of Caitlin, Kim, Cornelia, Jez, James & Grace.

Meet Our Team

Tanisha Mifsud
Foster Carer Onboarding



Kate Johnstone
Volunteer Manager



Keely Hamilton
Animal Coordinator & Behavioural
Support



What we believe

With your help we can educate rescue groups, owners, and the general public on adopting, rehabilitating animals and treating them humanely.

Every animal deserves a fair chance and kindness. We exist to make sure every animal is cared for with compassion. From the moment they're saved from death row, while they're in the foster care system, throughout the adoption process, and beyond.

Our mission

Save animals lives & treat them humanely.

Our vision

Be a leading animal welfare organisation, treating animals humanely, empowering volunteers and have a positive impact.

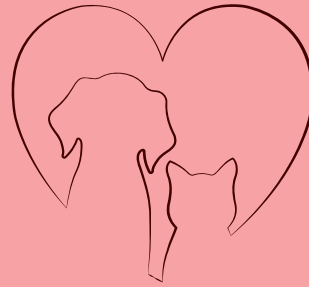


Barb

What we believe



**Force Free
Training**



**Saving
Lives**



**100%
Volunteer
Supported**



Stanley

Volunteer Roles

Our main volunteer roles that are vital to our operations and the lives we save are **Transport Volunteers, Foster Carers, Case Managers & Event Volunteers.**

If you have experience in other areas like marketing, grant writing, partnerships, fundraising, or compliance and want to be involved, please reach out to grace@humaneanimalrescueaus.org.

Transport Volunteers

Transporters are one of the most crucial roles and play a massive part in saving animals. They transport supplies & animals between pounds, vet appointments, and foster carers. They will need to have a car and a valid licence.

Foster Carers

Foster carers open their homes to animals rescued from pounds and look after them until adoption. If you are fostering with us, please refer to the foster carer handbook.

Event Volunteers

Event volunteers run market stalls, adoption days, and other events. These events may include selling merchandise or talking to people about fostering and fundraising.

Case Managers

Case managers support the foster carers & help prepare animals for adoption. This is a remote admin role.

The number of case managers we need depends on how many foster carers we have. We do call outs for case managers every few months through our Facebook group. All case managers receive training and procedures to follow.

Event Volunteers

Event volunteers attend various expos, adoption days, and other events to help us grow Humane Animal Rescue.

Some of our past events include...

Adoption days at various Petstocks/Petbarns, fundraisers at pubs, Dog Lovers Show, Pet Expo, Sydney Road Street Festival, and Yarraville Festival.



What to expect when volunteering for an event



Before the event

We do an event volunteer callout through our Facebook group or the Events Volunteer chat. If you are available to help, you can respond to the request. We appreciate whatever time you can spend volunteering for us. We will work together with everyone's availabilities.

Once more details are finalised, we will add you to a group chat with all the other volunteers involved and share event information, such as call times, tasks, etc.



During the event

We will usually let you know of any parking & food options if we are familiar with the venue. We also recommend bringing a water bottle as events may go on for a few hours.

The assigned stall leader will assist you with a run down of what they need help with on the day. The stall leader is someone who has managed events before and is responsible for the *stall kit*, which includes all the merch, the iPad, the square readers and the money. They will also give you a volunteer lanyard and talk through the expectations for the day.



After the event

At the end of the event we pack up and the stall leader will take the kit home.



Rufus



Transport Volunteers

Your dedication and support are crucial in ensuring the safe and timely transport of animals from pounds, veterinary clinics, and foster homes. The following section serves as a guide to help you carry out your responsibilities effectively and safely.

Transport volunteers literally make the wheels turn around here, so thank you so much for being here!

Transport Volunteers...

- * Transport animals from pounds to foster carers
- * Transport animals between foster carers
- * Transport animals to vet appointments
- * Transport stock & supplies to foster carers from volunteers homes

Without transporters we simply couldn't rescue animals.



**Foster Carer
Elaine & Nugget**

What to expect when transporting animals or supplies



Before the transport

We will post a transport request through our Facebook group, which will usually include preferred schedules. If you are available to help, you can comment on the post. We will then send you a message and may add you into a separate group chat with everyone involved in the transport to provide more details (pick-up and drop-off location, timings, etc.)



On the day of transport

We recommend sending a message with your ETA when you are heading to the pick-up location, so the foster carers can have the animals and/or supplies ready. They will give you the supplies; cats will always be in a cat carrier, while dogs will always be on leash.



During the transport

When you have picked up the animals and/or supplies, send a message to the group chat to let them know your ETA for the drop-off. This ensures everyone is home and ready so we can minimise animals in cars.



After drop-off

Once the animals and/or supplies have been dropped off, you can let the chat know the transport has been completed. You are also welcome to leave any group chats if you wish.

Tina



What to expect when transporting an animal to a vet appointment



Before the transport

We will post a transport request through our group. If you are available to help, you can comment on the post. We will then send you a message and may add you into a separate group chat with everyone involved to provide more details (pick-up and drop-off location, etc.)

Before the appointment the foster carer or case manager will give you instructions on the animal (e.g. If you take a cat to a vaccination appointment, we will advise if the cat is easy to handle). If you are not confident handling the animal, please ask the vet & vet nurse for assistance.



On the day of transport

We recommend sending a message with your ETA when you are heading to the pick-up location so the foster carers can have the animals and/or supplies ready. They will give you the supplies, cats will always be in a cat carrier already, and dogs will always be on leash.



During the vet appointment

The vet appointments will be made in the animal's name and with instructions, and booked under the rescue. We use our partner vets as we have accounts with them, so you will not be charged for the appointment. Appointments usually run for 5-15 minutes. Please allow an extra 5 minutes in case the vet is running late.



After drop-off

Once the animal has been dropped off, you can let the chat know the transport has been completed. If you are given any paperwork, please hand this to the foster carer when you drop off the animal.

Transporter Responsibilities



Safety First

The safety & welfare of the animals in our care are our top priorities.

- Always follow safe driving practices and ensure that all animals are secured properly.
- When meeting new animals, avoid over-the-head pats and sudden movements that may scare them as it is a stressful time.
- When transporting stock, please lift correctly by bending your knees and keeping a straight back.



Checking Doors

Before setting off on a journey, always ensure that all doors of the vehicle are securely closed and clicked in place. This is especially important when transporting animals to prevent any accidental escapes.



Communicating

Maintain open communication with the transport coordinator or designated contact person regarding any changes, delays, or concerns during the transport process.



Use of Personal Vehicles

Transport volunteers use their own vehicles for transporting animals, supplies, and other materials. Ensure that your vehicle is well-maintained, with adequate space and proper safety features for transporting animals.



Securing Animals

During transport, all animals must be secured in the vehicles at all times. Cats must be placed in cat carriers and dogs must be restrained using appropriate methods, such as harnesses or crates.



Following Instructions

Follow any specific instructions provided for each transport assignment, including pick-up and drop-off locations, timing, and special requirements for the animals being transported.



Animal Handling Guidelines

Cats

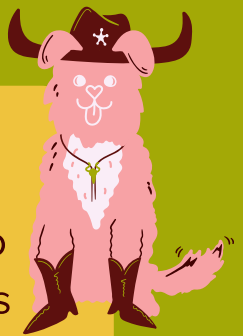
Cats must be transported in secure and well-ventilated carriers at all times. Ensure that carriers are placed securely in the vehicle and cannot tip over or slide during transit.

Please note the foster carer should provide a carrier.



Dogs

Dogs should be restrained using appropriate methods to prevent them from moving around the vehicle freely. This may include using seatbelts, harnesses, or crates secured in place.



Supplies

Transporters may be responsible for transporting supplies, such as food, bedding, and medical supplies, along with the animals. Ensure that supplies are packed securely and organised for easy access during transport.



Animal Handling Guidelines



Please note

A vet visit or transport time can be very stressful.

Animals may react due to trigger stacking (lots of scary things happening one after another). **Trigger stacking** is like when you get negative feedback at work, go through a breakup, and then spill your drink, and THEN you start crying. On most days spilling your drink wouldn't cause a reaction that strong, but when you've had a really bad day, it can!

Animals are the exact same. If an animal has moved from a pound, is taking a scary car ride, or has to wear a new leash with a new human – all these things can build up.



Bella

Petal



Important Reminders



Never take off the animal's collar or ID tag

It is too much of a risk for the animal if the collar & tag has been removed if they manage to escape.

Accidents happen and we want to make sure we have every chance of recovering the animal if they get loose - collars and ID tags help this hugely.



Always restrain the dog in the car/Secure the cat carrier properly

When tethering the dog in your car always have a hold of the lead until it is properly secured.

When situating a carrier, make sure it is stable and won't shift during the transport.



Avoid over-the-head pats

This can be very scary for lots of animals, especially with a unfamiliar human.



Avoid scary loud noises or needing to pull an animal's lead

Try using happy calm voices & luring with treats!



Ask for pat consent

Pat an animal for 2 seconds and wait 3 seconds to see if they want another pat. If they don't move, look away, freeze, walk away, lick their lips, or yawn they are stressed and are saying "No, thank you!" If the animal rubs against you, leans into you, headbutts you, comes towards you and looks at you, they are saying "Yes please! More pats!"



If you are ever unsure of handling an animal, ask for help!

You can always ask for a vet nurse to assist you or tell the case manager & foster carer so we can assist.

Emergency Procedures

In Case of Accident

In the event of an accident or emergency during transport, prioritise the safety of yourself, the animals, and other individuals involved. Follow emergency procedures and contact emergency services if needed.

Document & Communicate

Document the incident and communicate to the rescue as soon as it is safe and you are able to do so.

Primary Emergency Contact

Grace (Founder) - 0404 613 680

Secondary Emergency Contact

Jez (Director) - 0432 078 128

Code of Conduct

Professionalism

Maintain a professional and respectful demeanour when interacting with fellow volunteers, HAR staff, veterinary personnel, and members of the public.

Confidentiality

Respect the confidentiality of information regarding the animals in our care, including their medical history, behavioural issues, and placement status. Respect the confidentiality of the foster carers or other volunteers within the rescue when transporting to and from their homes and with their personal information.

Representing the Organisation

As a representative of HAR it's expected of you to uphold our values and mission at all times. Be mindful of your actions and interactions, as they reflect on the organisation as a whole.

**Knowing
animal body
language is
important!**

DOG BODY LANGUAGE

What your pooches body
language is trying to tell
you



AROUSSED



ANXIOUS



FEARFUL



AGGRESSIVE



RELAXED

Cat Body Language



relaxed



friendly



cautious



excited



trusting



attentive



hunting



irritated



anxious



worried/frightened



threatened



terrified





HUMANE
ANIMAL RESCUE



**Thank you for
choosing to volunteer &
saving lives**

If at anytime you need support, please reach out.