

## Welcome to Wellington SPCA

**Purpose of this Document**   ▪ This document is to give staff an overview of our centre and some information for general day to day activities. Your Manager will discuss your specific duties and accountabilities with you.

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**Our Name**

- Wellington Society for the Prevention of Cruelty to Animals (SPCA)
- We are one of 47 branches and member societies of the SPCA.
- We are the second largest in New Zealand and 4<sup>th</sup> oldest
- We also offer more services than any other centres.

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**What we do**   In May 2012 we were presented with the Saving Lives award by Royal New Zealand SPCA, recognising us as the **best SPCA in the country** as voted by our peers.

Wellington Society for the Prevention of Cruelty to Animals (Wellington SPCA) is the second largest of 48 individual SPCA's in New Zealand as well as one of the oldest, being formed in 1884. We support the whole of the greater Wellington region from our main Centre in Newtown, and our satellite centre in Waikanae.

We provide more services to our community than any other SPCA in the country:

- **Law Enforcement** – Regarded as the **best team in the country**, our six animal welfare Inspectors investigate around 800 complaints of animal abuse and neglect each year. We provide support and guidance to owners, but where necessary undertake prosecutions against the animal welfare act 1999.
- **Animal ambulance** – Our 24x7 ambulances responded to 2,500 callouts of animals in need of assistance last year.
- **Education** – Our **award winning** Humane Education program promotes responsible pet ownership to the community with a strong focus on children. Last year over 8,500 school children took part in Wellington SPCA animal education events.
- **Pet therapy** – While we are finding them a new home, the animals in our care also help the sick and elderly in our community by participating in regular pet therapy programs at hospitals and schools across the region.
- **Veterinary** – We are one of only a small number of SPCA's to have vets on site, and the **only** one to provide a full **public veterinary service**. We also promote responsible pet ownership by offering discounted veterinary services to Community Service Card holders.

- **Low cost desexing** – We are successfully working to address the root cause of the large unwanted animal population in our community by targeted low cost/donation based desexing programs for owners of animals who may not be able to afford it.
- **Rescue** - We cared for over 6,000 unwanted animals last year. We stand up for them when no-one else will, and actively work to find as many positive outcomes as possible.
- **Reunite** – We work to reunite animals with their owners by tracing them via microchips, utilising the web and social media, as well as supporting door to door investigation.
- **Rehome** – For those animals who are not reclaimed we work to rehome them with new parents. Contrary to popular belief, Wellington SPCA has **no time limit** for animals in our care. If we believe an animal can be safely rehomed we will look after it for as long as it takes.
- **Rehabilitate** – Our veterinary and animal care teams rehabilitate the animals that come into our care to give them the best second chance at life.
- **Training** – In conjunction with our partners at WelTec and Massey University we support the education of new Animal Care, Veterinary Nurse and Veterinary Surgeon trainees in our Centres.
- **Advisory** – Members of Wellington SPCA are providing consulting support to other SPCA's around the country to leverage our better practice models and improve the operational efficiency and positive animal outcomes for all New Zealand.
- **Adverse Event specialists** – We have the only group of specialist trained individuals in New Zealand and Australia who have the qualifications to provide rescue of animals from dangerous situations. Epitomised by their rescue of over 70 animals from the red zone immediately following the Christchurch earthquake in February 2011.
- **Recycle** - We have a growing base of op shops in Waikanae, Petone, Lower Hutt and Johnsonville which help support our activities and give us a physical presence in the communities which we serve.

We provide these lifesaving and community changing services through around fifty paid staff members, and over **500 registered volunteers** without whom we

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could not achieve what we do.

As a registered charity receiving no direct government support, we have to raise \$3.5m every year to continue to operate. We do this by being a social enterprise; working to generate income through commercial ventures to supplement the donations we graciously receive.

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**Address**

- We have two centres – Newtown and Waikanae. Check the website for opening hours etc.

**Newtown Physical address**

305 Mansfield Street  
Newtown  
Wellington 6021

**Newtown Postal Address**

PO Box 7069  
Newtown  
Wellington 6242

**Waikanae Physical Address**

Main Road North  
Waikanae 5250

**Waikanae Postal Address**

PO Box 250  
Waikanae 5250

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**Website**

- <http://www.wellingtonspca.org.nz/>
  - The website should be one of your main sources of information.
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## General Information

<b>Access to Building</b>	<ul style="list-style-type: none"> <li>▪ The building is open from 8 am until 5 pm for the public.</li> <li>▪ Animal and Customer Service staff are here until 6 pm. Vets are here until 7 pm.</li> <li>▪ If you are going to be working outside of these hours, you will need keys and a code for the security system.</li> <li>▪ Ask your manager to arrange keys and a code for you.</li> </ul>
<b>After Hours Security</b>	<ul style="list-style-type: none"> <li>▪ We do not have a “night watchman” or anyone who stays overnight at the centre.</li> <li>▪ If you are in the building at night by yourself, make sure that you are aware of your surroundings.</li> <li>▪ If you are the last person in the building or you think you may be, it is your responsibility to check the areas including doors and windows.</li> <li>▪ The animal care areas will lock up their own areas before leaving.</li> <li>▪ Ensure that you check the back gate, laundry door, outside door into the kitchen by the Staff Room and the outside door leading to the Staff Room are locked.</li> <li>▪ A checklist of what to check is available from the Volunteer Programme Lead as it is used for new volunteer orientation presentations.</li> </ul>
<b>Alarm – Security</b>	<ul style="list-style-type: none"> <li>▪ If you set off the alarm by accident, press # and then your code. This will turn off the alarm noise.</li> <li>▪ Then call the security company – state your name and organisation and quote our code. The code number can be found under the shelf at reception.</li> <li>▪ Ask to be shown this location BEFORE you need to lock up!</li> </ul>
<b>Alcohol</b>	<ul style="list-style-type: none"> <li>▪ Alcohol is not allowed on the premises unless you have permission.</li> </ul>
<b>Budget</b>	<ul style="list-style-type: none"> <li>▪ If you have a requirement to spend money, approval must be received from your Manager first.</li> </ul>
<b>Business Cards</b>	<ul style="list-style-type: none"> <li>▪ If you require business cards, you need approval from your Manager who will then provide the details to James</li> <li>▪ Note: business cards can take up to 10 working days to be delivered.</li> </ul>
<b>Code of Conduct / Confidentiality</b>	<ul style="list-style-type: none"> <li>▪ You will receive a copy of our Code of Conduct.</li> <li>▪ Related procedures (such as personal grievances and disputes, protected disclosures, concerns and complaints, conflicts of interest etc are also detailed in your contract.</li> </ul>

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## Computer - General

- Your log-in and password will be provided to you.
- Your email address will be:
  - first name surname [@wellingtonspca.org.nz](mailto:@wellingtonspca.org.nz)
  - E.g. [kirstyg@wellingtonspca.org.nz](mailto:kirstyg@wellingtonspca.org.nz)

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## Database – Shelter Buddy

- Our main database is called Shelter Buddy. Your manager will provide you with your log-in and show you how to use it.
- All information, including updates to volunteers, animals status etc must be made in Shelter Buddy as soon as changes occur. This way everyone has the most current information at any time.
- <http://sheltermate/login.aspx>

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## Emails

- Do not send attachments in emails that are over 6 mb.
- If you need to send a file/ attachment that is larger than this, please send it via memory stick or CD.
- If the attachments (Pics) are intended for a large audience create a folder in the G:\Unsecured Folders and provide a link to the folder.

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## Email Signatures

- Please load your email signature.
- Tools – options – mail set up – signatures
- Example (based on Newtown details – change as appropriate for Kapiti):

**Your name**

Your title

Wellington SPCA

305 Mansfield Street, Newtown, Wellington 6021

PO Box 7069, Newtown, Wellington 6242

T: 04 389 8044 Ext: xxx

[www.wellingtonspca.org.nz](http://www.wellingtonspca.org.nz)

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## Emergencies and Evacuation Routes

- A copy of the emergency plan can be found on the G drive  
G:\Policies and Procedures - Read Only\Health and Safety\Current Policy
- Your manager will talk you through this.
- See the Fire and Emergency Evacuation Procedures 2012.
- Refer to the following:
  - Appendix 1 – Emergency Equipment
  - Appendix 2 - How to Evacuate the Building.

### Civil Defence Cupboards

- Your Manager will show you where these are.
- Upper level – cupboard by the door leading into the staff room

- Upper level – cupboard in the kitchen area

### **Evacuation Alarm**

- Should the evacuation alarm be activated (alarm will be followed by instructions to exit the building) please exit the building in an orderly fashion.
- Ensure that you leave all animals behind.
- We need to make sure that all humans are out of the building in order that Newtown Fire Brigade can come in and rescue our animals and not waste time finding people.

### **Evacuation Stations**

- The gravel car park in front of the Bowling Club.

### **Emergency Equipment**

- Please spend time familiarizing yourself with where this equipment is located (refer the appendix at the back of this document).

### **Grab Bag**

- It is important that you take some personal responsibility for your Safety and Wellbeing. Having a grab bag under your desk that you can GRAB after a natural disaster to assist you.
- What should be in your grab bag: torch, water, warm clothes, sensible shoes, jacket, emergency blanket, food (muesli bars, barley sugars, canned food with easy open lids, rice cakes etc), dust masks, gloves, plastic bags (toileting), medication, pad and pencil.

### **Hazard Register**

- If you notice any hazards please advise your manager/ supervisor who will either address immediately or advise the Health and Safety Co-ordinator.

### **First Aid Response**

- We do not have a Heart Defibrillator.
- First Aiders are:
  - Ros Alsford – 1<sup>st</sup> floor
- Floor Wardens are in specific areas and responsible for evacuating that area:
  - Veterinary Team – ground floor north
  - Reception Team – ground floor south
  - Administration Team – 1<sup>st</sup> floor south
  - Feline Team – 1<sup>st</sup> floor north
- See Fire and Emergency Evacuation Procedures 2012 detailed above

For more information on types of emergencies, go to [Get Ready Get Thru](#)

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## Filing / Record Keeping

- In general, records must be kept for a minimum of 7 years.
- Anything that has Privacy Act implications must be kept secure such as any information we hold on a person must be kept private and must not be released to another person or agency without that person's approval.
- Any request from an agency or person should be directed to the CEO or Chief Inspector.
- Your Manager will talk you through the types of records that you will come into contact with and how they should be handled.

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## First Aid Kits and Room

- We do not have a dedicated first aid room.
- First aid kits are found in the administration area on the upper level and in consult room 2.
- The accident register is kept in consult room 2 as well as in the administration area and must be completed in the event of any accident or near miss.

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## Kitchen

- There is a kitchen in the Committee Room for use by both staff and volunteers.
- It is your responsibility to ensure that you tidy up after yourself and do not leave any dirty dishes/cutlery etc in these areas.
- If you notice that supplies of dishwashing liquid, tea, coffee etc has run out, contact Ros.

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## Legislation

### Act

- <http://www.legislation.govt.nz/act/public/1999/0142/latest/DLM49664.html>
  - This is the primary legislation that relates to animals is the Animal Welfare Act 1999. This Act is administered by the Ministry of Primary Industries (MPI).
  - The Act sets obligations for people who own or are in charge of animals, in order to meet the animal's physical, health and behavioural needs and to alleviate pain and distress.
  - However, The Act doesn't expand on these obligations; for example, it doesn't detail what constitutes an appropriate amount of food or water for any particular species. To include this information in the Act would make it a very lengthy and unwieldy legislation.
  - So, to help you do this, codes of welfare are produced for either a particular species, particular function, or for animals used in entertainment.
  - Our Inspectorate enforce the Animal Welfare Act 1999.
  - It is important that everyone here at the centre who are involved in the care of animals and those people that come in to adopt an animal understand their responsibilities under this Act s138 & 141.
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## Codes of Welfare

- <http://www.biosecurity.govt.nz/regs/animal-welfare/stds/codes>
- Are issued by the Minister of Agriculture (under the Animal Welfare Act 1999). They have an important role in improving animal welfare standards in New Zealand, and establish best practices to ensure high standards of animal care. Importantly, codes also outline minimum standards for care and handling of animals.
- Minimum standards have legal effect and in two possible ways because:
  - evidence of a failure to meet a relevant minimum standard may be used to support a prosecution for an offence under the Animal Welfare Act
  - a person who is charged with an offence against the Act can defend him/herself by showing that he/she has equaled or exceeded minimum standards
- Codes of welfare must be reviewed at least every 10 years.

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## Mail & Couriers

- Mail is delivered to each area daily.
- Stamped addressed envelopes are available by the photocopier for work related correspondence.
- If you need to send a courier, see the Animal and Customer Service team.

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## Management Team

- The Management Team is:
  - Iain – Chief Executive
  - James – Business Development Manager
  - Ritchie – Chief Inspector
  - Nick – Animal Care and Adoptions Manager
  - Monique – Veterinary Practice Manager
  - Ros – Operations Manager

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## Media

- We receive a lot of calls from the media.
- Please pass on all media queries to James to answer.
- You are NOT to make comment to media without first gaining consent from James and/or Iain.

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## Organisation Chart

- An organisation chart can be obtained from your Manager.

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## Out of the Office

- When you are out of the office, either on leave or on courses or training days, you must make sure that you have an out of office message on both your telephone and your email and inform our telephonist.
  - If you don't have a cellphone to be able to direct calls to, then agree who will be your back up in the office and put their contact details into your voice
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message and set the “out of office” function on email.

- To set out of office on Outlook.
- Tools – Out of Office Assistant
- Tick send out of office replies
- Type your message
- OK

## **Payroll, Leave and Holidays**

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- Timesheets must be completed fortnightly and sent to your Manager for approval on the Friday which is the last day of the fortnight.
  - Your manager will provide you with a copy of the template.
  - Overtime is to be agreed prior to undertaking with your manager
  - Your Manager will then send the timesheets through to Ros to process for payment.
  - Pay days are every second Tuesday.

## **Printers & Scanning & Faxing & Laminating**

### **Printing**

- The default for the printer is “black and white” and “double sided”. If you need to change from this, you must change the setting within each individual document.
- The main printer on the upper level also prints colour.

### **Scanning**

- You can scan; in colour from this printer regardless.
- Instructions for scanning are located on the wall above the main printer on the upper level.

### **Faxing**

- Follow the prompts on the printer.
- Remember to press 1 for an outside line!|

### **Laminating**

- There is a laminator located in the office area on the upper level.

## **Recycling and Rubbish**

### **Big Blue Bin**

- Located outside the main doors for all rubbish
- Make sure you securely tie the bags before putting them in the bin
- Do not drag the bags along the ground as they split!

### **Personal Rubbish**

- Personal rubbish bins are emptied daily in the morning.
- Note: animal area rubbish needs to be emptied regularly throughout the day.

### **Recycling**

- Glass and plastic are recycled in animal care areas.

### **Secure Rubbish**

- There is a locked, secure paper recycling bin located outside the CEO's office on the upper level.
- Place all confidential and non-confidential paper in this bin.
- Once it is full, the company is called and will shred the paper on site for us.
- The shredding is then used in the Puppy Run for bedding.
- Contact for the bin is Ros and the key for the bin is held by Iain.

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### **Showers**

- There is one shower in the building and it is located in the bathroom on the upper level.

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### **Sign-In**

- There is a sign-in and out sheet held at reception and all staff must use this.
- Please sign in and out as this form is used for emergencies and in particular for evacuations.

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### **Smoking**

- Smoking is not allowed inside any of the buildings.

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### **Stationery**

- Stationery is ordered by Ros.
- There is a central stationery supply on upper level.

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### **Telephone**

#### **Making a call**

- Please keep personal telephone calls to a minimum.
- You need to press one for an outside line.
- We have 4 outside lines – sometimes these are busy and you will have to try again in a couple of minutes.

#### **Transferring calls**

- If you need to transfer a call press the transfer button on the phone, dial the extension number and then hang up.

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### **Telephone List**

- The telephone list is updated by our telephonist.

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### **Telephone Message**

- You should record a message onto your telephone.
  - An example message is:
    - Hi this is XX from (area), sorry I can't take your call, please leave a message with your name and contact number & I will call you back as soon as possible.
  - Note: you can add an alternative contact to your message if you want.
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- Please make sure you check and reply to your messages promptly.
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**Toilets**

- There are 3 toilets in the building:
    - 1 outside the Cat Run on the upper level
    - 1 next to the Staff Room on the upper level
    - 1 next to the small isolation room on the lower level
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**Vehicles**

- At times you may be required to drive the SPCA vehicles. Your Manager will explain the protocol for this.
  - Inspectorate vehicles are not for centre use, there is no booking system. A request maybe made however it is likely that this will be turned down as the inspectors are required to attend emergency incidents where they will be unable if the vehicle is out with other SPCA staff.
  - SPCA Vehicles should not to be used for private use. If you do need to use your own vehicle get approval from your manager before you undertake the journey. Your manager will then advise if mileage will be reimbursed.
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**Volunteer Programme**

- At any one time we have around 300-400 volunteers who donate their time and skills to help our centre. Without them we would not exist.
  - You will see a number of our volunteers in the building. Please say hi to them.
  - Contact Kirsty, the Volunteer Programme Lead and she can book you on the next Volunteer Orientation Session. This will give you a good overview of what we here and the important role our volunteers play.
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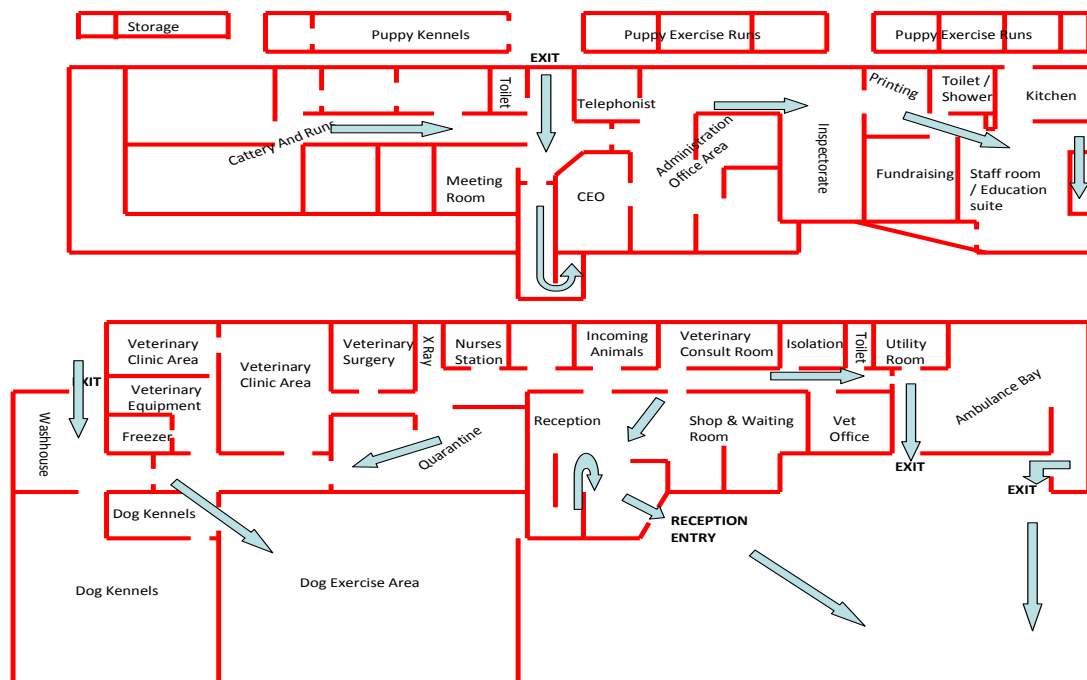
## Reading List / General Information

You will be given this information when you arrive and you can also access some of it via our computer system.

	Information	Location	Contact for More Information
<input type="checkbox"/>	1. Payroll and KiwiSaver Forms	-	Ros
<input type="checkbox"/>	2. Emergency Contact Form	-	Ritchie
<input type="checkbox"/>	3. Code of Conduct	G:\Policies and Procedures - Read Only	Your Manager
<input type="checkbox"/>	4. Fire and Emergency Evacuation Procedures 2012	G:\Policies and Procedures - Read Only\Health and Safety\Current Policy	Ritchie
<input type="checkbox"/>	5. Health and Safety Plan	G:\Policies and Procedures - Read Only\Health and Safety\Current Policy	Ritchie
<input type="checkbox"/>	6. Organisation Chart		Your Manager
<input type="checkbox"/>	7. Business Plan and Strategy		Your Manager
<input type="checkbox"/>	8. Website	<a href="http://www.wellingtonspca.org.nz/">http://www.wellingtonspca.org.nz/</a>	James
<input type="checkbox"/>	9. Wellington SPCA & What We Do	G:\Secured Folders\Volunteer Program\Reference Information	Kirsty
<input type="checkbox"/>	10. How You Can Help & Fundraising	G:\Secured Folders\Volunteer Program\Reference Information	Annabel
<input type="checkbox"/>	11. Animal Welfare Act	<a href="http://www.legislation.govt.nz/act/public/1999/0142/latest/DLM49664.html">http://www.legislation.govt.nz/act/public/1999/0142/latest/DLM49664.html</a>	Ritchie

## Appendix 1 – Evacuation Map

The following plan shows the evacuation routes from the centre. When you arrive to at the centre, please ensure that you familiarise yourself with all evacuation points.



### Ground Floor South

This area includes - Reception, vet office, consultation rooms, toilet, utility room, and ambulance bay.

- **Evacuation Route:** - Leave immediately via the front door or the Ambulance Bay.

### Ground Floor North

This area includes – the back alley, laundry, dog run, freezer room, and hospital and quarantine areas.

- **Evacuation Route:** - Leave immediately via the dog exercise area. The first person to exit must take the keys from the 'Key Box' in the corridor next to the dog run door, in order to open the dog yard gates.

### Top Floor South

This area includes – the inspectorate office, community room, administration support, fundraising office and executive director's office.

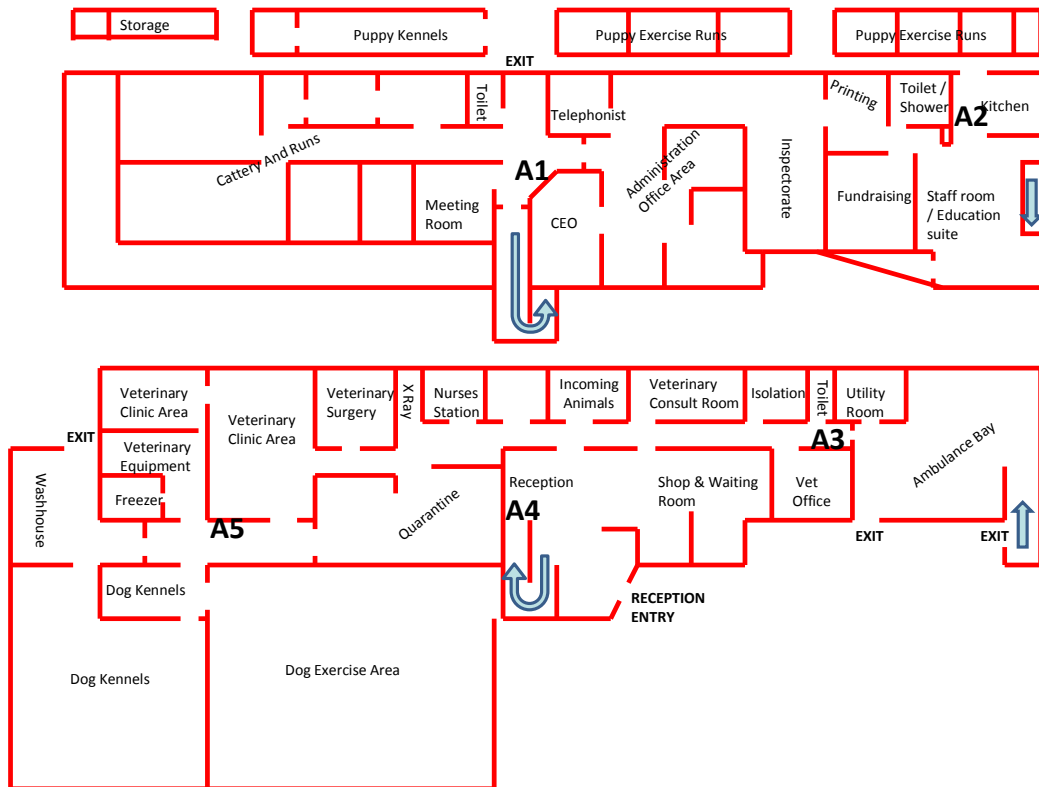
- **Evacuation Route:** - leave immediately via the stairway in the Committee Room. The door at the bottom of the stairs maybe locked, however a key is not required to unlock it.

### Top Floor North

This area includes – the puppy shed, puppy run, cat run, caregivers meeting room and upstairs toilet.

- **Evacuation Route:** leave immediately down the main stairs, and out the front door.

## Appendix 2 - Fire Alarm Locations



## Appendix 3 - Fire Hose & Extinguisher Locations

