



Secret World Response Driver Introduction

Secret World Wildlife Rescue helps care for over 4 000 wildlife casualties each year. This is only possible through the dedicated support of our volunteers, for which we are extremely grateful.

Thank you for volunteering as a Secret World Response Driver (SWrd). By collecting animals and assisting in rescues you are making a real difference in helping injured and orphaned wildlife, which are unable to help themselves.

Please read through the information provided. This is to ensure your own safety and to help you when you go out for a collection or rescue.

Safety

Your own safety is paramount. Never put yourself in danger or potential danger in the rescue or collection of a casualty.

Training

All aspects of wildlife training are available at SWWR free of charge to volunteers. Most relevant is the Wildlife 1st Aid course which is run throughout the year. Please contact Danni at SWWR if you would like further information or would like to book on a course.

Back up and support

There is always advice and support 24 hours a day, so don't be afraid to use it. Our emergency on-call officer is very experienced in wildlife rescue and advice and can be contacted day or night on 07717 651 515.

Alternative numbers for advice if the on- call number is temporarily unavailable.

Secret World Main Line – 01278 783250 from 8am to 5pm

Hospital Room phone – 07724 624 391 from 8am to 10pm

Types of callouts – Rescues, collections, spotting and advice

Standard wildlife collections and spotting – No formal training

If you have volunteered to be a SWrd and have not attended a wildlife first aid course you will not be required to capture an animal but may be asked to:

- Collect a contained animal (e.g. an injured bird in a box) and deliver it to SWWR for treatment/care.

- Visit a location to see if the animal is still there and/or alive (we get a number of calls regarding casualties and the caller is not able/prepared to remain with the casualty until an experienced responder can arrive.
- Attend a call out with an experienced member of staff/volunteer to assist in a capture

Small wildlife capture – wildlife 1st aid course qualified

People who have attended a Wildlife 1st aid course (or are happy to do so) may be asked to attend small wildlife casualties that are not contained and need to be captured/contained.

Large wildlife capture and/or advice

People who have attended a wildlife 1st aid course and have had the appropriate training may be asked to attend large wildlife casualties that are not contained and need to be captured/contained.

*If you are requested to undertake any collection, capture, spotting, etc that you are not confident or adequately trained to do, **do not accept the capture/collection** but inform the Secret World contact that you are not trained/confident.*

How it works

1. Initial phone call to Secret World (either office or on call)

Secret World will receive a call and details of the caller and wildlife casualty will be taken.

2. Calling the SWrd

The Secret World contact will then go through the SWrd list ringing SWrds to see if one is available to collect/rescue. The SWrd will be given as a minimum:

- Finder's name
- Finder's address
- Finder's phone number
- Type of animal and situation

3. SWrd to phone the finder

The SWrd should then phone the finder to let them know they are on their way and to give an estimated time of arrival and if necessary get direction. It is important to phone first in case there is a change in circumstance with the casualty as there may have been some time since the casualty was first phoned in to Secret World

4. Arrival at SWWR

On Arrival at SWWR please go straight up to the Hospital Room where the casualty will be admitted. At this point it is important that any additional information relating the animal is passed on.

Transporting Wildlife

When transporting wildlife please be mindful of the casualty's potential distress:

- Keep noise to a minimum e.g. minimal talking; ensure the car stereo is turned off.
- Ensure the animal container is secure and not sliding around.
- Drive conservatively to improve the comfort of the animal and reduce bumps, etc.
- Adhere to all the relevant driving regulations. There are no special privileges for wildlife casualty rescues/transportation.

Expenses

We are grateful for your time that you give voluntarily and are happy to reimburse travel expenses at a rate of 35p per mile. If you would like to be reimbursed for the travel expenses please take a note of the mileage travelled and returned the mileage form (enclosed) to the Secret World office for payment.

Availability

You should not let volunteering as a SWrd affect your day to day life. Only accept a collection/rescue if you have the time and are happy and capable to do so. We know that on many occasions you will not be able to help but that one occasion when you are able to we will be very grateful. Don't be afraid to say no!

We have enclosed a form for completion which you can fill in to give specific times/days that you are available. Please fill this in and return it to us so that we can reduce the times that we unnecessarily bother you but also so that it saves us time when we are trying to find a SWrd.

Licence & Insurance

Do not undertake and rescue or collection for SWWR unless you have satisfied all of the following:

- You have a current and valid UK driving licence.
- You have insurance to drive the vehicle, that includes cover for rescues/collections for SWWR
- You have a current and valid MOT & Tax for your vehicle
- You are physically fit to drive.

Feedback

We continue to strive to improve both the service we provide in wildlife rescue and rehabilitation but also the experience and support of the volunteers. If you have any suggestion, concerns, or questions please contact either Simon Kidner or Danni Perrott on Tel: 01278 783250 or info@secretworld.org