

Teachers' Notes – Session 2

Who does what?



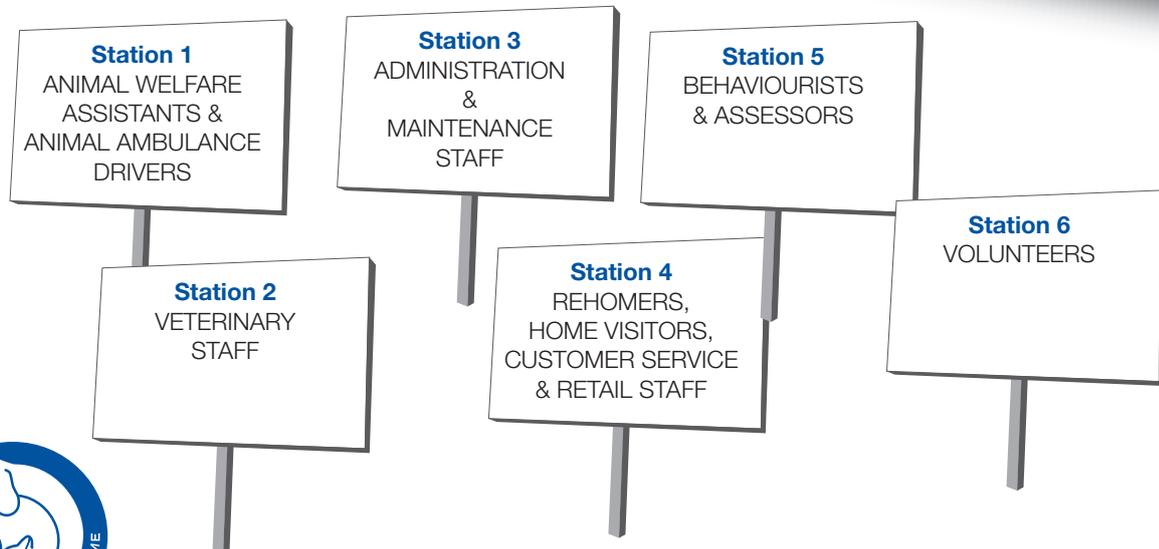
Organisation

- Group size:** 6 – Team leader is appointed/chosen
- Timing:** 60 Minutes
- Resources:** Copy of each station name
Station information sheets – one copy per station
Station instruction sheet – one copy per student
Task sheet 1 – one copy per student plus one master per group

Stations

This strategy requires students to take on individual research whilst collaborating as part of a larger group. The emphasis is on individual responsibility for feedback and collating a shared group response through their chosen team leader.

1. Place the station names around the room.
2. Set out the information sheets (1 – 6) on walls or tables widely spaced throughout the room to facilitate easy student movement.
3. Each group is given a copy of the Stations instructions sheet and the series of questions on Task Sheet 1 (one per student and a master for collating their answers). Each group member is allotted a set number of questions from the sheet as their task by their team leader.
4. When instructed by the teacher the students have to work out where they can find their information, go to that information station and record the necessary detail to take back to their groups.
5. When they are back with the group after a set period of time allocated by the teacher, they share their information which will help the group as a whole to complete a full set of answers to the question sheet.
6. The teacher can then ask selected groups to provide answers to share with the wider audience and then prompt extended answers by asking for additional detail from other groups.



Station 1

ANIMAL WELFARE ASSISTANTS & ANIMAL AMBULANCE DRIVERS



Station 2

VETERINARY STAFF



Station 3

ADMINISTRATION & MAINTENANCE STAFF



Station 4

REHOMERS,
HOME VISITORS,
CUSTOMER
SERVICE &
RETAIL STAFF



Station 5

BEHAVIOURISTS & ASSESSORS



Station 6

VOLUNTEERS



Student Sheet – Session 2

Station Information 1 – Animal Welfare Assistants & Animal Ambulance Drivers



Typically care for around 9,000 dogs and 3,000 cats per year

Feed all animals with carefully monitored foods and supplements

Animal Welfare Assistants in the cattery assess each cat as it arrives and may team the cat up with a Volunteer socialiser to get them used to being around people

Receive an average of 23 dogs and eight cats per day

Exercise animals according to their needs

Animal Welfare Assistants groom the dogs and cats and a professional groomer is employed to help animals with matted or dirty coats

Manage dogs and cats through a series of individually selected kennels and pens for Vet treatment, behaviour and temporary holding as well as 'chill out' areas

Are keen to try out new ideas to help animals cope with their new surroundings e.g. via an enrichment programme which can mean anything from using aromatherapy oils to music to reduce stress

Staff must be prepared to meet stressed and possibly dangerous dogs

Clean kennels and cats' pens twice a day and make sure each dog and cat has a fresh, clean blanket each time (that's over 1,000 used blankets per day)

Staff are continuously trained to keep up to date with the changing standards in animal care

Animal Ambulance Drivers cover around 150,000 miles collecting strays every year

Staff are encouraged to take NVQs in Small Animal Care

Around 12 dogs a day are picked up by the animal ambulances



Student Sheet – Session 2

Station Information 2 – Veterinary Staff



Veterinary staff see all dogs and cats as they enter BDCH

Certain breeds such as Rottweilers, Dobermans, Labradors, Boxers and German Shepherd dogs have their hind legs checked as they are susceptible to such problems

Cats are treated for cat flu. 50% of sufferers recover and 50% go on to become carriers, which poses some rehoming issues

Initial checks by Veterinary Nurses include vaccinations, treatment for fleas and worms and scanning for microchips (to see if they are registered to an owner)

Small dogs may suffer from luxating patellas (knee problems) whilst Boxers and Chihuahuas can suffer problems inherent in the breed, for example heart or breathing problems, which must be checked for prior to rehoming

All cats are neutered before rehoming to prevent them having more kittens

Any health issues are referred to the Vets

All guarding/pedigree dogs are neutered whenever possible

All cats are feline AIDS and leukaemia tested as they enter the Home

Dogs and cats at BDCH, or any environment where lots of dogs and cats are housed, are susceptible to air-borne viruses, particularly 'kennel cough' and 'cat flu'

All animals leaving BDCH are given a final check over and are microchipped to implant their identification details

All animals are weighed and their motions recorded

Dogs that develop kennel cough (like a cold) need to be isolated before they infect others



Student Sheet – Session 2

Station Information 3 – Administration & Maintenance Staff



Manage the requirements of over 220 staff at Battersea and a further 75 at the country Homes in Old Windsor in Berkshire and Brands Hatch in Kent

As a charitable organisation BDCH is accountable. It has audited accounts that must show that it has spent the money donated to it according to its charitable objectives – to care for lost and abandoned dogs and cats and raise awareness of animal welfare

Corporate partners offer their staff's time to help with specific projects such as decorating a dog socialising room

The Volunteer Co-ordinator helps to organise over 200 Volunteers who freely give their time as dog walkers, cat socialisers and foster carers (... and much, much more!) and without whom the centres could not run

The charge to the public for rehoming a dog is £85 and £50 for rehoming a cat which does not cover the cost to the Home

A dog sledding trip in Alaska raised over £83,000

22 people ran the London Marathon to raise over £13,000

Keep track of all the money coming into BDCH (income) and all the outgoings such as the costs of food, medical care, building costs, training of the dogs and cats, staff costs, vehicle costs etc. (expenditure)

Maintenance staff keep the buildings and facilities in good working order so that animals receive the care they need in the conditions that support their recovery

BDCH attend over 32 shows around the country each year and annually raise over £17,500 in donations

Financial staff help the centre balance the books and ensure that BDCH doesn't spend more than it receives

Maintenance staff make sure the premises are safe for the animals as well as the staff

The internet is used to encourage people to sponsor a 'Kitty Kabin' or a kennel



Student Sheet – Session 2

Station Information 3 – Administration & Maintenance Staff continued



A new animal insurance policy promoted through BDCH raised over £9,000

Many people leave money in their will for BDCH. Other donations come in the form of financial contributions and as gifts in kind, such as dog baskets or cat treats

Once a Battersea dog or cat, always a Battersea dog or cat! All owners and rescue animals are invited back to a big annual reunion to renew old acquaintances and help raise money



Student Sheet – Session 2

Station Information 4 – Rehoming, Home Visitors, Customer Service & Retail Staff



A Christmas catalogue boosted in-house Christmas sales

The first part of rehoming, selecting a possible animal, may take place via the internet

Rehoming staff and Home Visitors may meet people who are upset and angry. They have to be able to be 'patient but assertive' or in other words, diplomatic but firm in the way they deal with people. The bottom line is – no rescued animal should go to an unsuitable home or owner. The dogs and cats come first

Customer Service staff track the progress of around 12,000 animals each year, using an animal records database. This includes animals that have been rehabilitated and reunited with their owners

35% of dogs are now rehomed outside London, often in more rural surroundings

An average of nine dogs and six cats are rehomed every day

Rehoming dogs with specialist needs, e.g. German Shepherds, may mean working with breed organisations. Around 200 dogs are rehomed via these organisations

Customer Service staff issue individual identity tags to every dog and cat that enters the Home

Around 5,000 of the animals that pass through BDCH every year are 'lost' – brought in by the ambulances from police stations, local dog wardens and members of the public

Nearly 350 dogs a year are sent to working homes to become military, police and customs dogs

Over 100,000 visitors are welcomed to the three sites (in London, Old Windsor and Brands Hatch) every year

Around 5,000 calls are received about lost dogs and cats each year, of which nearly 3,000 lead to people being reunited with their pets

Home Visitors carry out around 2,500 pre-visits and 1,500 after-visits in a year

Retail staff can help new owners make informed choices regarding equipment and dietary requirements for their dog or cat

Rehoming staff have a vast knowledge of the many breed types, their characteristic traits and environmental requirements. They help to match the potential new owner to the animal

Customer Service personnel need to be able to deal with people who have lost or may have been responsible for harm coming to a dog or cat. They need to be able to be calm and defuse difficult situations



Student Sheet – Session 2

Station Information 5 – Behaviourists & Assessors



Assessors decide if a dog or cat is ready for rehoming or if it needs further veterinary or behavioural help

Difficult behaviour may be evident in the dog's attitude to other animals and/or humans

The Behaviour Unit works with the Rehoming team to find the right homes for the dogs they have worked with

Dogs are assessed by special dog assessing teams when they arrive

Behaviourists typically have around 450 dogs a year referred to them for extra training

The Behaviour Unit has a number of 'long stay' dogs that have been in BDCH for six months or more. Some dogs may take up to two or more years to rehabilitate, retrain and, finally, rehome

Dogs are assessed in different situations to see a range of behaviour

Behaviourists assist the Animal Welfare Assistants with the day-to-day needs of the dogs

The Behaviour Unit gives advice and runs courses to help people understand their dogs' training needs more clearly. This can help to prevent some animals coming into BDCH

If the dog/cat is considered ready for rehoming, Assessors give information to Rehomers on the general character of the animal and the type of home that would be suitable

They give advice and support to any of the Animal Welfare Assistants, volunteers and Rehomers

Have to work with a range of dogs/cats showing temperament and behaviour traits that may prevent rehoming

They have an extensive knowledge of breed types and characteristics

Two people manage the Behaviour Advice Line every day, addressing over 2,000 calls and emails a year. They discuss issues as diverse as house training to very serious behavioural problems



Student Sheet – Session 2

Station Information 6 – Volunteers



BDCH has a dedicated team of over 200 volunteers

Everyone who volunteers to be a helper at BDCH is given a guided tour, an interview and is carefully vetted to make sure they have the interests of the animals at heart

Volunteers come from all walks of life; from retired milkmen to train drivers and dynamic business women

Volunteers assume a number of roles; most walk dogs or socialise cats

All volunteers love dogs and cats but often they cannot have their own pet, (perhaps they do not have the space, or have a busy working life) and enjoy spending time with BDCH residents

Some volunteers help by sharing their homes with dogs or cats that need the quiet of a real home environment for a while. These foster carers look after animals that are:

Socialising the dogs and cats is vital in order to give the animals a positive experience with people

- too stressed to settle
- too depressed or scared to be properly assessed for rehoming
- too young to be suitably socialised with people or other animals
- too old to survive a long stay
- suffering from minor medical or behaviour issues
- in need of a well-deserved break from kennels

In a typical year they will do around 5,600 dog walks

All dogs need to be walked; whenever possible this happens once a day

Volunteers spend around 24,000 hours socialising dogs and cats a year

They work at the two country centres, as well as at the London Home



Student Sheet – Session 2

Who does what? – Stations Instructions



The information you need to answer the questions on your task sheet is set out on a series of information stations around the room.

1. Make sure you have a copy of Task Sheet 1 and you have highlighted the questions that you personally have to find information about.
2. When you are told to, make your way to the tables where you think you are most likely to find the information you need and write down your answers.
3. When you have enough information to help you answer all the questions you have highlighted, return to your group table and be prepared to share your information.
4. Each group member may take a turn at writing down on the master answer sheet what one other person has found out. Nobody is allowed to just write down what they themselves have found out.

CHECK:

- a. Have you told someone your answers?
 - b. Have you written down someone else's answers?
5. Your team leader will be asked by the teacher to explain what some of these different roles involve SO – use any time you have at the end of the session to discuss some of the responses you have just shared as a group. Allow your team leader to practise by explaining a role chosen at random.



Student Sheet – Session 2

Stations – Task Sheet 1



1. Approximately how many dogs do Animal Welfare Assistants deal with each year?

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2. How do Animal Welfare Assistants keep their knowledge up to date?

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3. How many times do kennels need to be cleaned out each day?

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4. Who actually feeds the dogs or cats?

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5. What is a socialiser?

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6. What kind of diseases are all cats checked for?

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7. Why are staff looking for microchips?

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8. Do all dogs suffer from the same health problems?

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9. Why do some animals pick up a virus when they first arrive?

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Student Sheet – Session 2

Stations – Task Sheet 1 continued



10. How many staff in total do the Human Resources team have to support?

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11. Why are the Maintenance staff so important?

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12. How many rescue or rehomed animal records need to be monitored every year?

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13. Why is it so important to keep a close check on expenditure?

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14. How many visitors come to BDCH each year?

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15. How does BDCH try to raise extra money to pay for the expenses?

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16. What costs does BDCH incur?

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17. Why are volunteers so vital to the organisation?

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18. How many dogs are picked up by the animal ambulances each day?

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Student Sheet – Session 2

Stations – Task Sheet 1 continued



19. Why must Animal Ambulance Drivers and Rehoming staff be ‘patient but assertive’?

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20. Why do different types of dogs and cats need different types of owners?

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21. Do you need to be keen on driving to be an Animal Ambulance Driver?

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22. Are all animals rehomed?

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23. Do all animals rehomed receive a visit after they have gone to their new home?

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24. Who is invited to a ‘Reunion’?

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