



# **VOLUNTEER** *Handbook*

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# About us

## **Save Vietnam's Wildlife (SVW)**

is a national Non-Profit Organisation in Vietnam that was founded on the critical need for more effective solutions to secure a future for Vietnamese wildlife.

## **MISSION**

Stop the extinction and champion the recovery of threatened species in Vietnam

## **VISION**

Vietnam's wildlife is safe.





## About the Volunteer's Program

At Save Vietnam's Wildlife you will play a part in the rescue and rehabilitation of confiscated carnivores

You will:

- Get a rare opportunity to see and work with some of the rarest species in Asia
- Take part in all aspects of life at SVW with a team of people who are making a difference for wildlife
- Learn basic husbandry skills to care for pangolin and small carnivores
- Gain an insight into conservation issues faced in Vietnam, and what's being done to save our wildlife
- Have plenty of opportunities to get photos of many rescued wild species, especially the Owston's civet and Sunda pangolin.

# DAILY TASKS

## Schedule for Volunteers

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
	Week 1						
7:30 AM - 11:30 AM	<ul style="list-style-type: none"> <li>● Cleaning Edu-cages (E1-E7).</li> <li>● Washing food bowls and putting on the shelves.</li> <li>● Changing water in drinking water bowls.</li> <li>● Collecting towels and cleaning before putting into washing machine.</li> </ul>	<ul style="list-style-type: none"> <li>● Cleaning small carnivore cages (C1-C11)</li> <li>● Washing food bowls and putting on the shelves.</li> <li>● Changing water in drinking water bowls.</li> <li>● Collecting towels and cleaning before putting into washing machine.</li> </ul>	<ul style="list-style-type: none"> <li>● Cleaning Pangolin cages (P1 - P8).</li> <li>● Washing food bowls and putting on the shelf.</li> <li>● Changing water in drinking water bowls.</li> <li>● Collecting towels and cleaning before putting into washing machine.</li> </ul>	<ul style="list-style-type: none"> <li>● Cleaning Quarantine 1 (Q1 - Q32).</li> <li>● Washing food bowls and put on the shelf.</li> <li>● Changing water in drinking water bowls.</li> <li>● Collecting towers and cleaning before put into washing machine.</li> </ul>	<ul style="list-style-type: none"> <li>● Cleaning Quarantine 2 (Q33 - Q56)</li> <li>● Washing food bowls and putting on the shelves.</li> <li>● Changing water in drinking water bowls.</li> <li>● Collecting towels and cleaning before putting into washing machine</li> </ul>	<p><b>OFF</b> or Take a tour to Cuc Phuong National Park/Van Long NR (Optional)</p>	<p><b>OFF</b> or Take a tour to Cuc Phuong National Park/Van Long NR (Optional)</p>
1:00 PM - 5:00 PM	<p><b>EE program:</b></p> <ul style="list-style-type: none"> <li>● Turning over soil in the Education cages (E1-E7)</li> <li>● Hiding food in the grass nest, tying on the logs/branches (13 items for all civet cages)</li> </ul>	<p><b>EE program:</b></p> <ul style="list-style-type: none"> <li>● Changing positions/turning over stones in the small carnivore cages (C1-C11)</li> <li>● Hiding live fish in the bamboos for otters (12 items)</li> </ul>	<p><b>EE program:</b></p> <ul style="list-style-type: none"> <li>● Changing positions/turning over stones in the Pangolin cages (P1-P8)</li> <li>● Hiding food in bamboos, tying on logs/branches for all cages in the ECP (18 items)</li> </ul>	<p><b>EE program:</b></p> <ul style="list-style-type: none"> <li>● Hiding live fish under grasses, or branches with leaves for otter (12 items)</li> <li>● Maintenance works with animal keepers</li> </ul>	<p><b>EE program:</b></p> <ul style="list-style-type: none"> <li>● Hiding live/frozen crabs in the bamboos for otters (12 items)</li> <li>● Maintenance works with animal keepers</li> <li>● Preparing ice-block for next Monday (13 items)</li> </ul>		
Night	Feeding Animals	Feeding Animals	Feeding Animals	Feeding Animals	Feeding Animals		



	Mon	Tue	Wed	Thur	Fri	Sat	Sun
	Week 2						
7:30 AM - 11:30 AM	<ul style="list-style-type: none"><li>● Cleaning Edu-cages (E1-E7).</li><li>● Washing food bowls and putting on the shelves.</li><li>● Changing water in drinking water bowls.</li><li>● Collecting towels and cleaning before putting into washing machine.</li></ul>	<ul style="list-style-type: none"><li>● Cleaning small carnivore cages (C1-C11).</li><li>● Washing food bowls and putting on the shelves.</li><li>● Changing water in drinking water bowls.</li><li>● Collecting towels and cleaning before putting into washing machine.</li></ul>	<ul style="list-style-type: none"><li>● Cleaning Pangolin cages (P1-P8).</li><li>● Washing food bowls and putting on the shelves.</li><li>● Changing water in drinking water bowls.</li><li>● Collecting towels and cleaning before putting into washing machine.</li></ul>	<ul style="list-style-type: none"><li>● Cleaning Quarantine 1 (Q1-Q32).</li><li>● Washing food bowls and putting on the shelves.</li><li>● Changing water in drinking water bowls.</li><li>● Collecting towels and cleaning before putting into washing machine</li></ul>	<ul style="list-style-type: none"><li>● Cleaning Quarantine 2 (Q33-Q56).</li><li>● Washing food bowls and putting on the shelves.</li><li>● Changing water in drinking water bowls.</li><li>● Collecting towers and cleaning before putting into washing machine.</li></ul>	OFF or Take a tour to Cuc Phuong National Park/Van Long NR (Optional)	OFF or Take a tour to Cuc Phuong National Park/Van Long NR (Optional)
1:00 PM - 5:00 PM	<b>EE program:</b> <ul style="list-style-type: none"><li>● Collecting lift litter for small carnivore cages (C1-C11)</li><li>● Feeding Iceblock for civets (13 items)</li></ul>	<b>EE program:</b> <ul style="list-style-type: none"><li>● Hiding frozen food bowls under dry leaves for pangolin cages (5 items)</li><li>● Hiding snails under grass for otter (12 items)</li></ul>	<b>EE program:</b> <ul style="list-style-type: none"><li>● Collecting grass hoppers/stick insects for small carnivores (100s or more)</li><li>● Putting grass hoppers in the small carnivore cages (5 grass hopper/skick insect/cage)</li></ul>	<b>EE program:</b> <ul style="list-style-type: none"><li>● Hiding live fishes for otters (12 items)</li><li>● Maintenance works with animal keepers</li></ul>	<b>EE program:</b> <ul style="list-style-type: none"><li>● Hanging bananas onto braches for Owston’s civet (C1-C11)</li><li>● Maintenance works with animal keepers</li></ul>		
Night	Feeding Animals	Feeding Animals	Feeding Animals	Feeding Animals	Feeding Animals		
Week 3: repeat Week 1							
Week 4: repeat Week 2							

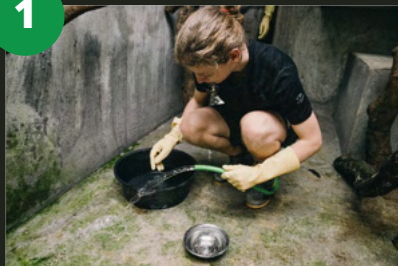
**Note:**

- If you like to visit Van Long NR/Cuc Phuong NP/EPRC/TCC, please contact our Volunteer Coordinator, she/he will organise a tour for you.
- Feeding animals is optional, volunteers will book their activities with our Head Keeper / Vet Manager in advance.
- If you like working at the weekend, please contact our Head Keeper / Vet Manager in advance

# DAILY TASKS

## A day of SVW volunteer

1



*Cleaning quarantine enclosures.*

2



*Cleaning the animals' drink and food bowls*

3



*Covering enclosure's floor with leaves*

4



*Collecting poo in the enclosures*

5



*Making grass nets*

6



*Preparing food for the animals*

7



*Creating environment enrichment objects for animals*

8



*Hanging hidden food for the animals*

9



*Maintaining the enclosures*

10



*Supporting Rapid Response Team to rescue wildlife.*

11



*Supporting Vet team to care for wildlife.*

12



*Night feeding the animals*

# CODE OF CONDUCT POLICY

## & Agreement



### HEALTH & SAFETY

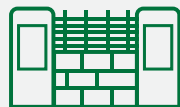
- Volunteers are to take reasonable care for the health and safety of themselves and others.
- Volunteers are to co-operate and comply with the Volunteers Policy and program.
- Volunteers that behave in such a way as to harm or put themselves, other volunteers or SVW staff at risk will be expelled from the program without refund.
- Inappropriate, non-consensual, sexual conduct will not be tolerated and will result in immediate expulsion from the program without refund and the matter referred to police.
- Promptly report all incidents, accidents, illnesses and any risks to health and safety to the Volunteer Coordinator or your supervisor.
- Volunteers are strictly prohibited from drinking alcohol during work hours or be intoxicated or under the influence of illicit drugs whilst at work.
- Volunteers must consume alcohol in a responsible manner when attending SVW events or celebrations outside work hours.



### WORKING ARRANGEMENTS

- Volunteers are requested to follow the SVW working hours and adhere to the directions of their SVW supervisor or Volunteer Coordinator.
- Volunteers are expected to work in a constructive and co-operative manner. Volunteers that behave in a disrespectful or offensive manner will be expelled from the program without refund.
- Volunteers are to respect SVW tools, property and materials and are to promptly report any damage or loss to their SVW supervisor or Volunteer Coordinator.
- All volunteers are required to lodge any official complaints or compliance issues through their immediate supervisor or the Volunteer Coordinator.
- Volunteers must abide by and respect Vietnamese laws and cultural values during work hours.





## BIOSECURITY

To protect the animals on site, Save Vietnam's Wildlife has strict biosecurity protocols in place which must be followed.

### QUARANTINE PROTOCOLS

Before entering or exiting the Carnivore and Pangolin Conservation Centre (CPCC), all staff and volunteers must pass through the biosecurity station.

#### When entering the CPCC all staff and volunteers must:

- Change into footwear provided at the biosecurity station (either gumboots or open toed plastic sandals)
- Wash their hands at the sink provided at the biosecurity station.
- After changing into the supplied footwear, all staff and volunteers must walk first through the plain water footbath, dislodging any organic material from their shoes, and then through the chemical (Virkon) footbath, before entering the CPCC.

#### Upon exiting the CPCC, all staff and volunteers must:

- Change back into their personal footwear at the biosecurity station
- Wash their hands at the sink provided at the biosecurity station.
- SVW has a strict policy of not feeding poultry or poultry products to animals in the CPCC. Poultry and poultry products are not allowed in the centre (even for personal consumption).
- Volunteers must not bring any domestic animal into the CPCC.







## PERSONAL HEALTH

- Any volunteer who feels unwell should immediately inform a member of staff and refrain from working with animals for the day. This is to protect animals in the CPCC.
- Remember to **wash hands** before and after using the bathroom, and before and after each task relating to animals (enclosure cleaning, food preparation).
- You must wash your hands with an antiseptic hand wash before eating, drinking or smoking.



## WORKING WITH ANIMALS

- Volunteers are not to enter an enclosure with animals unless directed to do so and under the direct supervision of a SVW staff member.
- Be aware of your body language and the volume of your voice when working in close proximity to animals. Remember, these are wild animals! Keep your movements calm and predictable and use a calm speaking voice.
- **NEVER** try to touch animals through enclosure wire. Some animals may approach the side of the enclosure to investigate your presence, but this is not an invitation to touch them. Some animals may bite. Respect their territory.
- Volunteers who assist with animal food preparation should observe good personal hygiene; wash your hands before, and after, handling animal food.





When not working, volunteers can explore the surrounding area, travel to other areas or relax at your accommodation, however:

- You must **inform your SVW direct supervisor** or the Volunteer Coordinator of any travel plans and schedule. (Your SVW direct supervisor or Volunteer Coordinator can assist in booking a car or providing contacts where required).
- Volunteers should always **keep the SVW mobile phone** (where supplied) with them to communicate with SVW staff when necessary.
- Volunteers should **consume alcohol in a responsible manner** outside work hours.
- Volunteers must **abide by and respect Vietnamese laws and cultural values** outside work hours.

## EQUIPMENTS & MATERIALS

Prior to completing your volunteer assignment, all tools, equipment or other materials loaned to you by SVW as part of the assignment must be returned to the Volunteer Coordinator in good working order.



The working time is Monday to Friday and you will have weekends off. For many people, this will be a once in a lifetime trip to Vietnam and volunteers generally take advantage of the weekends to explore the surrounding area. You can of course stay at Save Vietnam's Wildlife during the weekends.

During your time volunteering at SVW, there is plenty to do and our staff can help organize activities, such as:

- **Hiking in Cuc Phuong National Park.**
- **Visiting the Endangered Primate Rescue Centre (EPRC)**
- **Visiting the Turtle Conservation Center (TCC)**
- **Van Long Nature Reserve** where you can see Delacour's langurs in the wild, to Bai dinh Pagoda, the largest Pagoda in South-east Asia, or to Tam Coc, Ngoc Son and Pu Luong Nature Reserves.

We have bicycles available for our volunteers, which can be used the duration of the time you volunteer at Save Vietnam's Wildlife.



## PHOTOGRAPHY & FOOTAGE *Guidelines*

Volunteers are welcome to take photos of your work during your volunteer work, although by doing so you agree that SVW may use your photographs for use on our Facebook page, website, or other media as needed. However, we have a strict policy on posing with animals for non-work-related activities. SVW does not encourage the use of wild animals as 'props'. Such photos send the wrong message to the public and can normalize the idea that wild animals can be kept as pets.

### Definitions:

**Commercial** – images taken which result in profit-making by both individuals and agencies.

**Non-commercial** – images produced for personal, recreational, or scholastic purposes.

**Promotional** – images produced for the purpose of advertising an individual, organisation, cause, product, or other entity.

**Stock Photography** – images produced for the purpose of being offered for sale online, taken by both individuals and agencies.

**1.** Save Vietnam's Wildlife welcomes visitors/volunteers to photograph and film on the grounds of the Carnivore and Pangolin Conservation Programme (hereafter CPCP) for non-commercial purposes.

**2.** Unless arrangements have been agreed upon in writing, photographs and film captured on the grounds of CPCP remains the intellectual property of SVW, and may be used at the organisation's discretion. This may include but is not restricted to SVW's website, social media sites (including Facebook, Twitter), blog, and newsletter.

**3.** SVW requires that due credit be given to work carried out by the organisation, and as such:

a. SVW reserves the right to request advertisement of SVW's website, social media sites (including Facebook, Twitter), or other contact details in media produced as a result of photography/filming conducted on the grounds of CPCP;

b. SVW reserves the right to digitally apply the organisation's logo to photographs and film captured (or request this to be applied on the organisation's behalf) on the grounds of CPCP.

**4.** SVW does not allow stock photography, without prior written permission.

**5.** SVW does not allow promotional photography/filming, without prior written permission.

a. For persons intending to take photos/film/video for commercial purposes at SVW, a request must be submitted in writing to the organisation prior to the date of the intended photo shoot.

b. Extreme noise, lighting or special effects can be detrimental to the animals. Anything deemed dangerous to animals will not be allowed.

c. Handling the animals and entering enclosures is prohibited.

**6.** SVW does not allow commercial photography/filming, without prior written permission.

a. For persons intending to take photos/film/video for commercial purposes at SVW, a request must be submitted in writing to the organisation prior to the date of the intended photo shoot.

b. Extreme noise, lighting or special effects can be detrimental to the animals. Anything deemed dangerous to animals will not be allowed.

c. Handling the animals and entering enclosures is prohibited.

**7.** Any photography/film/video taken at SVW must not be used in any manner that could negatively impact or influence the public's impression of SVW. Furthermore, there will be no implied or actual endorsement of a product, idea or institution. Any misrepresentation will be considered grounds for legal action.



# Logistics



## MONEY

The official currency of Vietnam is **Vietnamese Dong (VND)**.

You are reminded to exchange some cash in VND or to bring it with you prior to your arrival. There are many ATMs and money-changers in Hanoi.

The nearest ATM to Cuc Phuong National Park is in Nho Quan, a town around 30 minutes motorbike ride away.

You should bring enough cash (VND) to purchase extra food, drinks and snacks for the duration of your stay and activities during your time off.

If you are paying volunteer, the fee should be paid in cash (VND or USD) on the first volunteering day.

Please note that payment by card cannot be accepted.



## VISA

Volunteers will require either a **one month or three month visa**. We can arrange the visa for you to collect and pay for upon arrival at Noi Bai Airport. Volunteers need to submit a copy of their passport, flight information and health insurance **no later than 8 weeks** prior arrival to process the visa request.

The processing fee for a work visa will be reimbursed to SVW.

Visa costs payable at the airport vary but should not exceed \$25 USD for a single entry visa.



Volunteers should check with their local travel clinic or doctor for recommended vaccinations before coming to Vietnam. If you have a medical condition or are taking medication that you think we need to know about, please fill out the appropriate section of the Application Form.

Volunteers are required to provide proof of insurance that covers medical emergencies. You will also be required to undergo a health check to show that you have up-to-date vaccinations as following:

- + Tuberculosis (TB) test
  - \* Negative within the last year
- + Rabies
  - \* Series of three
  - \* Titer check if vaccinated in the last 2 years
- + Measles-Mumps-Rubella (MMR)
- + Hepatitis A
- + Hepatitis B
- + Tetanus

Malaria prophylaxis is not necessary in Cuc Phuong, but if you plan to travel elsewhere you should consult with your doctor.



## TRANSPORT

We can help you book a taxi to pick you up from the airport or your hotel in Hanoi. A **one-way taxi** costs approximately **US\$65-75**.

The centre can be reached by public bus 'Phu Duyen' from **Giap Bat bus station** in Hanoi to Cuc Phuong at **3:15pm**. Buses depart from Cuc Phuong to Hanoi at 5:30am, 9:00am and 12:30pm. A one-way trip costs **between 80.000 and 100.000 VND**, depending on the bus.



Ticket counter #01 at Giap Bat bus station, Hanoi

There is another bus departing **Hanoi to Nho Quan** every day, on the hour **from 7:00am until 4:00pm**.

From Nho Quan, you will need to arrange a taxi, 150,000 - 200,000 VND or motorbike taxi (Xe ôm), 80,000-100,000 VND to Cuc Phuong.

SVW can be also reached by **Limousine bus Quang Anh (Tel: 1900-1985)**. It costs **about 400,000 VND** from airport to Cuc Phuong. However, this bus needs to be booked in advance so if you want to take this bus, please tell us, we will help you to book.





## FOOD

Your volunteer fees cover three meals a day every day for the duration of your stay at **Thao Linh Restaurant**. You will be eating 'the dish of the day' with the option for meat or vegetarian. One drink is included with every meal. Extra drinks need to be paid by yourself.

Another option is the **National Park Tourist Center's restaurant**, in case Thao Linh Restaurant is closed.

You should tell us if you have any special offers about food such as if you are vegetarian or you cannot eat certain kinds of food.

**Breakfast: 6:00am - 7:30am**

**Lunch: 11:30am-12:30pm**

**Dinner: 5:30pm-7:30pm**

In addition, there is a market early in the morning, which is easy to reach by bicycle, and sells bánh mì sandwich with egg or meat. There are two main shops in the village that sell some fresh foods, rice, biscuits, baguettes, milk, coffee, toiletries and other 'essentials'.

If volunteers have specific foods they would like, they should bring with them from their country or buy in Hanoi. Things like jam, butter, cereals and cheese can all be bought in Hanoi.



## ACCOMMODATION

Your accommodation will be in a room within easy walking distance of SVW and inside the park boundary. You will stay at the **National Park tourist center**.



The room will have a bed with a mosquito net, and sheets/quilt and a pillow will be provided. Your accommodation will have a western style toilet and a simple bathroom with hot water.

Information on Vietnamese electrical sockets can be found here: <http://www.power-plugs-sockets.com/vietnam/>. You will need to bring a converter/adaptor if your electronic devices are incompatible.

**Drinking water** will be supplied for you.

There are **laundry facilities** available at the NP tourist center for a small fee. Clothes can also to be washed by hand and hung up to dry. Washing powder, buckets, clothes hangers etc can be cheaply bought in the village.

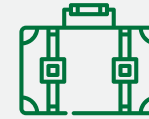


## INTERNET - TELEPHONE

Cuc Phuong has reasonable mobile phone and 3G connections and we find **Vinaphone** or **Viet-tel** are the most reliable carriers here. Sim cards and recharge cards are available in Cuc Phuong Village.

We will provide you with a SVW phone with the mobile numbers of staff members, so you can call somebody in case of an emergency. We also have a contact list, in case you would like to use your own phone.

Wi-Fi is available in your accommodations, at the NP tourist centre and at the rescue centre. We will provide a portable Wi-Fi modem for you to access internet in case Wi-Fi is not available there.



## PACKING LIST

The seasons in Cuc Phuong vary substantially, and what you need will depend on when you decide to come. From November through to February/March it can be very cold, and you will need warm clothes. April through September however can be very hot, and very wet. You will need light comfortable clothes, and plenty of them!

Month	Max c°	Min c°	Rain mm
January	20	14	25
February	21	15	25
March	23	18	45
April	28	22	90
May	32	24	160
June	34	26	175
July	33	26	225
August	33	26	240
September	32	25	140
October	30	22	90
November	26	18	55
December	23	15	20

*Average annual temperatures in Cuc Phuong*

A few useful items you should bring with you are:

- Cash Vietnamese dong
- Towel and toiletries, although both can be purchased at the local village if you run out
- Personal first aid kit
- Mosquito repellent
- Slip on shoes, like flip-flops
- Head torch or flashlight
- Tampons
- Raincoat

Volunteers are reminded that you will be living and working in rural Vietnam so please observe local dress and follow accordingly, be modest, no short shorts or revealing tops.



# CENTER MAP



**Restricted Area - Staff Only**  
You are not allowed to enter



**Working Area**  
Enter with staff's supervision















**Open Area**  
You are free to enter



# Volunteer's Map

## Legenda

-  Save Vietnam's Wildlife
-  Thao Linh restaurant
-  NP tourist center
-  Hao Tham guesthouse
-  Small shop
-  Small shop
-  Morning market
-  Bia hoi
-  NP restaurant
-  EPRC
-  TCC
-  Motorbike rental

## wegen

-  Unnamed Road, Cúc Phương, Nho Quan, Ninh Bình, Vietnam
-  đường rừng Cúc Phương, Cúc Phương, Nho Quan, Ninh Bình, Vietnam





## VOLUNTEER'S *Stories*

“

Ever since I discovered that Pangolins existed I have been passionate about their conservation. When I started following SVW I could tell immediately that they were at the forefront of Asian Pangolin conservation. As an animal care professional I knew the only likelihood I had of working with these wonderfully weird creatures was by volunteering with SVW. So I started saving up and set up a fundraiser called #PostcardsForPangolins where I raised £400! When I arrived at SVW my beliefs were confirmed and you can see through all the amazing work SVW are doing that they truly care about wildlife conservation and are 100% genuine. If you want to volunteer somewhere that actually makes a difference to the world, chose SVW.

I'll never forget the first real life Pangolin I saw and neither will you!

”

**- Joss Presdee, UK**

*Volunteered 5 weeks in 2018*

“

My time at Save Vietnam's Wildlife was really fulfilling and interesting. Cleaning enclosures and preparing food for the animals was hard work at times but it also gave me the opportunity to see animals close-up, and learn about how they are cared for in captivity. I was also lucky enough to be allowed to watch some animal health checks and assist with a couple of rescue operations and a release. Volunteering with SVW will give you a great insight into a range of on-ground conservation issues, all whilst working with a friendly, fun and supportive team and getting to experience Vietnamese village life. I'd definitely recommend volunteering here.

”

**- Laura Ealing, Australia**

Thank you  
for volunteering with us!





**Save Vietnam's Wildlife**

*Cúc Phương, Nho Quan, Ninh Bình, Việt Nam*



[swv.vn](http://swv.vn)



[info@swv.vn](mailto:info@swv.vn)



[+84 \(0\) 2293 848 053](tel:+8402293848053)



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