



# Induction

“Nobody made a greater mistake than he who did nothing because he could only do a little”

*Welcome*

## **Orientation**

Thank you for giving up your time, energy and skills to help us here at Helping Hands 4 Wildlife.

We hope you enjoy your stay with us and leave with a better understanding about life and conservation in the African Bush. If you have any questions please do not hesitate to ask - everyone will be willing to help you out.



During your first few days at Mount Hlumu you will have time get your bearings and to learn the daily routine of life. You will meet all the staff, other volunteers and animals in our care. Everything may seem slightly overwhelming at first but please bare with us and you will quickly settle in. Please make yourself at home and make the most of your time here. Most of the day is scheduled and you will have certain responsibilities assigned to you in due course.

There are two objectives at Helping Hands. Our first is to provide the best possible care to the animals at our centre. The second is to run Mount Hlumu as a professional business in order to raise funds to support the animals.

# Accommodation



## Volunteer Cabins

The volunteer cabins are provided for your comfort and convenience. They are basic yet clean and comfortable. Please demonstrate respect for the property at all times by keeping the cabin clean and tidy. If you do break something please let us know so it can be replaced. If you make food, please wash up behind yourself as there is no one else to do it for you.



The accommodation is shared so please respect your fellow housemates by keeping your personal belongings tidy. Should you wish to upgrade to being on your own, or into our standard units, we will by all means try to assist you should there be availability. Please contact us at reception.



Please keep any food items in the kitchen in sealed containers or in the fridge allocated to the volunteers. If you keep open food in the rooms it will attract rats.

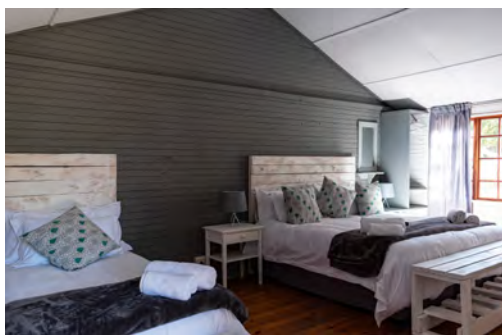
On the day you leave please strip your beds and take your sheets to the laundry.

**PLEASE DO NOT FEED ZAC AND COCO FROM THE VOLUNTEER CABINS!!!**



## Laundry

You are welcome to hand in your washing to Lucia or Elize to wash in the laundry. The cost of this is R50 per load and must be paid at the office in advance. This is an extra income for the helpers so please ensure you do a payment. Depending on how busy the lodge is at the time, your laundry will be returned to you the following day. No volunteers are allowed into the laundry themselves after we had problems with the machines being broken and linen from the chalets being taken.



Standard Upgrade Chalet



# Food

## Breakfast

Your breakfast will be available in the restaurant from 7.30am daily. It is a help yourself basic breakfast with cereals, toast, butter, jams, fruit and yogurt.

## Lunch

Lunch is a basic meal such as sandwiches, pasta, salads etc. and is served in the restaurant.

## Dinner

Dinner is eaten in the restaurant at the lodge. Food is bulk and balanced, basic meals such as stews and pasta.

If you have any special dietary requirements then please let us know before you arrive and we will accommodate you. However, we are unable to make individual meals according to peoples preferences so please be open minded and try everything.

There is unlimited fruit available for you to snack on during the day.

Any other 'luxury' food items must be provided for by yourself.



## *The Front of the Lodge*



### **Front Garden**

The front garden is there for everyone's use but please bear in mind it is also the first impression that guests have of the lodge when they drive in.

Please keep the garden tidy and do not leave personal items lying around on the grass.

### **Lapa**

You are welcome to sit under the lapa during lunch breaks or free time. However, please remember this is here primarily for guests.

Please do not leave glasses, plates, food etc lying on the table. Even if it is not yours, if you are walking past please put away anything left there.

If guests are using the pool and garden area, please let them have first choice of use of the sun loungers and lapa.

### **Swimming Pool**

You are welcome to use the pool during lunchtime and free time. Again, please do not leave towels etc lying around when you are finished. Also remember guests have priority at all times.

Never climb up onto the waterfall at the pool as it is unstable and you could fall through. If you see guests (especially kids) climbing up, please ask them politely to get down.

### **Animals**

Please also encourage the dogs to stay around the back.

If you see any guests bothering Zac and Coco please ask them politely to stop or ask a member of staff to come and explain to them about the monkeys.



## *The Lodge*



Mount Hlumu is a professional business that is run to fund the work we do with the animals. It is vital that any contact you have with guests is polite and respectful at all times. If need be call a member of staff to come and deal with the guests.

### **Bar**

Most of the evening activity is based in the bar. You are welcome to use the cash bar and play pool etc. Remember guests come first so please let them use the sofas and choose the tv channel!!

### **Kitchen**

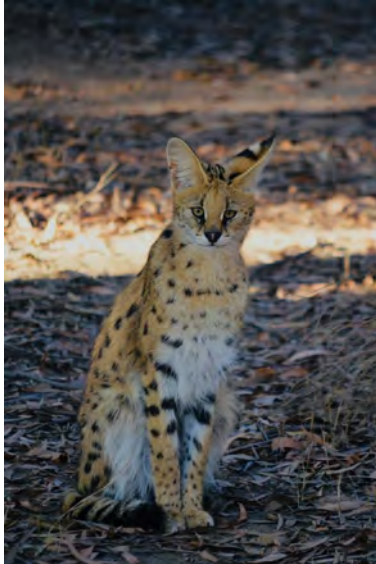
This is where the food is made obviously!! Please do not use the kitchen as a walk way through to the back. The kitchen is also not a hang out or to be used by volunteers for general purposes. If you need something from the kitchen please ask a member of staff to fetch it for you.



# *The Animals*

## **The Animals**

These are the reason why we exist and therefore their needs take priority over our own at all times. Please make sure that all animals are fed, watered and comfortable before attending to your own needs. Plans for human activities may be put on hold at any time if there is any animal emergency.



## **Wildlife**

Any wildlife we have at the centre at any time is here because it has been injured, orphaned or abandoned.

Our ultimate goal is to return all suitable wildlife back into protected areas of the wild. Therefore we discourage hands on contact with any 'releasable' animals.

Please follow all instructions when feeding, cleaning and looking after the wildlife as they all have very specific needs.





## *The Primates*

We are the only primate centre in this province and therefore a lot of our work centres around these animals.

The primates go through 3 stages of rehab at the centre.

### **Pink Faces**

If you are here during baby season (Sept - March) you may be lucky enough to become a monkey mum! The pink faces need 24 hour contact from their mums and baby sitters so this is a full time job.



### **Juveniles**

When the babies get slightly older they will start to be introduced into the baby cage to form their new troop.

There is still a lot of hands on contact at this point but we start to encourage them to become independent and to start sleeping outside with the older monkeys.

### **Rehab**

When the troop is ready it will be moved to a large rehab enclosure where any human contact is minimised.

Here they become wild and learn how to fend for themselves. From here they will be released back into the wild.



# *The Farm and the Staff*



## **The Farm**

Mount Hlumu is based on a 53ha farm. You are welcome to use the walking trails to walk around the farm and explore.

PLEASE NOTE: If you are here in winter (May - Sept), the farm is a high fire hazard due to long grass and surrounding farms. Do not smoke in any area other than the short grass around the lodge in case a stray spark causes a fire. If you notice any smoke (even if it seems far away) - please notify a member of staff immediately as fires can travel extremely fast.

## **Staff**

People you may meet during your time here:

- Nicky and Neil (Owners)
- Andre' (Maintenance)
- Lucia, Precious (Housekeeping)
- Eddy - Chef and Lodge manager
- Elandre' - Rehab co-ordinator
- Sizwe - Rehab co-ordinator
- Elize - Our admin reception goto lady

## **Emergency**

In case of emergency please call

Nicky: : 082 805 5129

Elandre': 074 174 4173





## Other Info

### Dress Code

If you are working around the guests or in the bar or restaurant, please ensure your clothing is clean and neat at all times. You are an ambassador of Mount Hlumu and responsible for our reputation.

When working please wear comfortable and safe clothing and no sexy or revealing clothing during work hours.

When you are working with the animals you are welcome to wear scrubs. Please return these to the laundry at the end of each day so they can be washed.

### Days Off

Everyone is entitled to one day off a week. If you came in a group we will try wherever possible to give days off together.

On your time off you are welcome to relax by the pool, visit the local waterfalls or hike. It MIGHT be possible to organise a lift to Badplaas for the day - however this is dependent on what is going on at the centre at the time and vehicle availability.

### Health Information

The tap water is safe to drink and comes from an underground borehole.

ALWAYS wear sunscreen! The African sun is very intense. Always keep yourself well hydrated. If you start to feel unwell please inform a member of staff.

This is not a malaria area but there are mosquitos so cover your skin at night and use repellent if necessary.

Ticks are EVERYWHERE! Check yourselves at night particularly underarms, legs and ankles. If you are feeling unwell after a tick bite please inform a member of staff. Tick bite fever is easily treatable with antibiotics.



# The Work



## Daily Routine

- 7am - Feeding all animals and refilling water
- 9am - Breakfast
- 9.30/10am - Daily work - Cleaning cages, babysitting monkeys, project work
- 12pm - Lunch
- 1pm - Project work
- 3pm Feeding



## Daily Jobs

In between feeding and baby sitting, ensure the following are always completed:

- Water bowls clean and full
- Cages cleaned and raked out. New bedding if needed
- Food prep area clean
- Check cages for holes
- Check all animals for any wounds as part of daily monitoring program.



**For any work related questions please speak to Elandre' Nicky or Andre'.**

**On top of the daily tasks there will be jobs such as building enclosures, painting, fire fighting, planting trees etc.**

