

Liberty Wildlife

Hotline Manual

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Mission Statement

Liberty Wildlife is committed to nurturing the nature of Arizona by providing quality wildlife rehabilitation, conservation and environmental education for the community.

Philosophy

We believe wildlife, like all living things, is an important part of a diverse and intricate natural world. The protection of that natural world is of paramount importance to its well being and, ultimately, to ours.

We further believe that because human beings and their activities are responsible, directly or indirectly, for many of the injuries suffered by wildlife, we have an obligation to help the animals affected by these activities. It is our belief that prevention of these injuries is of foremost importance and can best be addressed through education, promotion understanding, tolerance and coexistence in our shared community.

Vision Statement

Liberty Wildlife envisions a time when wildlife is seen as an integral part of our natural world, as having a place of importance on its own, both aesthetically and practically; as part of a community instead of a commodity; as something to take care of instead of something to use up.

Liberty Wildlife also envisions itself as a resource for this vision. Located at a new facility in Papago Park, we will be able to be open to the public, reaching a greater number of people through outreach and on site experiences and a greater number of animals through increased visibility.

Liberty Wildlife envisions a time when the community as a whole participates in the safekeeping of the natural world and all the inhabitants that share this time and space with us.



Dear Hotline Volunteer:

Welcome to the challenge, the rewards, and the never-ending learning process as a Liberty Wildlife Hotline Volunteer!

What you will be doing is crucial – it is the very first step in the process of returning a healthy animal back to its home in the wild. You are the first line of defense for the little critters who need help quickly.

This manual is for your use during your time as a Hotliner. Please read it through from cover to cover. Keep it handy during your shifts. Feel free to make any notations you like and organize the information any way that works best for you.

Your Hotline Coordinator is Faye Williamson, her phone is 602-971-1903. She is usually available to answer questions, but if she is not available during your shift, feel free to call any other Hotliner, the office (480-998-0230), or the Birdroom (480-348-2911) for help.

Thanks again for volunteering your time to make this very important contribution toward helping Arizona's ecology and wildlife. It is a most gratifying job that you will be proud to experience first hand.

Cordially,

Megan Mosby
Executive Director

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Introduction

As a Hotline volunteer, you play a very important part in helping wildlife. When a call comes in from the community and is handled in a quick and efficient manner, the chance of survival for that sick, injured, or orphaned animal has increased dramatically.

A Hotline shift is very rewarding – benefiting the volunteer and the caller, as well as the animal being helped.

This manual has everything you need to get started, and you will quickly discover it is a valuable reference tool. Take time to read through each section carefully (a little preparation up front will help your first shift run smoothly with minimum confusion or panic).

As a Hotline volunteer, there are several things to keep in mind:

- First, you will soon learn that there is always more to learn. Never be afraid to ask questions. Never be reluctant to ask for help.
- Second, as sad as it is, and despite often-heroic efforts, not every animal will survive. We do what we can. Because of your efforts and the efforts of other volunteers, many of the animals that arrive at Liberty Wildlife will be released back into the wild.
- Third, just when you think you have heard everything, something or someone comes along to prove you wrong! Keep your sense of humor and a polite and friendly attitude. Being open-minded will help you to stay on your toes. You will quickly discover that funny and amusing situations are always happening – enjoy them! They are a big part of keeping the balance.

Good luck! And thanks again for becoming a Liberty Wildlife Hotline volunteer.

Tools of the Trade

It takes very little equipment to be a Hotline volunteer. Just add your training and a genuine desire to help and you are on your way!

The Phone:

- You will need a touch-tone phone in order to access Liberty Wildlife's Hotline from your home. Cellular phones can be used.

The Log Sheet

- Log sheets are used to record information on all incoming calls. This data is reviewed regularly.

The Manual and Lists

- You will find that your manual is indispensable. Many lists are included with this manual that contain information necessary for you to process your calls.
- Bird, Mammal, and Reptile Lists – Although all native birds, mammals, and reptiles should be brought into Liberty Wildlife, we do receive calls on non-native animals which can be delivered directly to the individuals that provide care for that species.
- Rescue and Transport List – Animals that are dangerous for the public to transport are brought into Liberty Wildlife by trained Rescue and Transport volunteers. This list helps you to locate and dispatch a rescue volunteer.
- Frequently Called Numbers List – This list provides numbers you will need to give out regularly. Most of these are non-Liberty organizations that can be given out to the public when necessary.

The ABC's of Message Playback

The Liberty Wildlife Hotline uses Qwest Business Messaging Service. If you have this type of service in your home or office, you may already be familiar with the system. If not, you will be glad to know that it is an easy system to learn and operate.

This is how it works:

When people call Liberty Wildlife, the system instructs them to leave their name, phone number, and a brief message. These messages are stored in the system until they are retrieved by a Hotline volunteer.

To get into the system to retrieve message, dial 480-443-2587. A recorded voice will answer and ask for your mailbox number. Liberty Wildlife's mailbox number is the Hotline phone number – 480-998-5550.

The system will then ask for your security code, which is _____.

Your message can now be listened to and written down (Table 1).

If you put in the wrong number by mistake, don't worry. The system will prompt you to re-enter the correct number so you won't have to start all over again.

Organizing Messages:

The system divides messages into two different groups: new messages which have not been heard; and saved messages which are previously heard and retained in the system.

When you have entered the mailbox, the system will tell you how many messages you have, both new and saved. You will be instructed to press 1 to hear your messages:

Table 1

To retrieve messages, all 480-443-2587
Enter the mailbox number: 480-998-5550
Enter your security code: _ _ _ _
Press 1 to hear messages

New Messages

New messages are played first. They are sorted by the date and time of a call, with the oldest call first. The only exception to this order is a message that was stamped **URGENT**, an option the caller can make from the menu. An Urgent message is brought to the very front of all messages in the system.

Saved Messages

Saved messages are messages which stay in the system for everyone to hear. Listen to the saved messages before you begin your shift. Usually saved messages must be routed to all Hotline volunteers, as they will often contain updates on the phone lists or special announcements.

It is important to carefully re-save each saved message after listening to it as it will go no further if it is erased. (see Table 2)

When you have listened to your saved message, record them in your daily call log, and immediately update your phone lists with any changes in names, locations or phone numbers. Keeping your lists current is crucial to providing accurate and timely information to the public.

If for some reason one of the saved messages is accidentally erased, hang up, call back the Hotline immediately at 480-998-5550 and re-record the message while it is fresh in your mind. Then go back into the mailbox, listen to your message and press 9 to save it.

If you encounter a message which has been saved inappropriately, write it down, erase it, and handle it. For example, if there is a saved message left that was intended for a specific person, call that person and leave the message on his or her machine, then erase the saved message. If you are not certain whether or not a message should be saved, check with a Hotline Coordinator.

Processing Messages

You have several options to help control the playback of each message. By pressing certain buttons as you listen to the message, you can adjust the speed or volume, back-up or move ahead 10 seconds, pause a message in progress, or skip to the end of the message being played. (see Table 2)

After each message has played, you will be asked to either press 7 to erase the message or press 9 to save the message. You also have the option of pressing 4 to replay the message from the beginning. Or, if you would like to skip the call (which leaves it in the system as a new message), press the # key.

Table 2 – Message Playback Processing

Pressing the following numbers will have the following effect while the message is playing:

- 1 Backs up about 10 seconds (this helps to double-check phone numbers)
- 11 Returns to the beginning of the message
- 2 Pauses the message. To continue, press 2 again
- 3 Fast forwards message about 10 seconds
- 33 Fast forwards message to end
- 4 Slows down message playback

- 5 Gives date and time message was left (this is needed on every call for your log)
- 6 Speeds up message playback
- 8 Normal volume
- 9 Increases volume
- 0 Help option
- * Cancels message playback
- # Skips over current message and goes to the next

After the message has played pressing the following numbers will have the following effect:

- 4 Replays the entire message
- 5 Gives the date and time the message was left
- 6 Forwards the message to another Qwest customer (you first add your comments, then send it off)
- 7 Erases the message
- 8 Saves the message
- * Cancels message playback (Hit * again to exit the system)
- # Skips over the current message and goes to the next
- 0 Help option

Skipping Messages

Most messages should be erased once they have been logged. However, there may be times when the information in a call is either too detailed or too confusing to write down completely.

In this instance, you can press # to skip the message temporarily while you request assistance. Skipping a message moves the call to the end of the new messages. This allows you to continue to listen to and record the remaining new messages while keeping the skipped message in the queue.

Just because you are skipping a message doesn't mean that you don't have to handle it! If you skip a message, make sure it is promptly handled and erased during that call-in.

Callback Ordering

As you listen to your new and saved messages, record the calls in your log, mentally prioritizing them into a call-back order.

- 1 Calls needing Rescue and Transport volunteers should be returned first. These are calls about animals (whether sick, injured, or orphaned) that would be dangerous for the public to transport. Such animals include medium and large birds such as owls, hawks, falcons, herons, roadrunners, ravens, and eagles, as well as medium and large mammals such as foxes, coyotes, ringtail cats, raccoons, and javelina. By returning these calls first, the Rescue and Transport volunteers you have dispatched can quickly get on their way.

- 2 Return calls for sick or injured animals that the public will be transporting to Liberty Wildlife.
- 3 Return calls about babies or orphans that the public will be transporting to Liberty Wildlife
- 4 Animal nuisance calls should be returned next, as quite often these people are at the end of their ropes! These are calls such as “There’s a bird eating my house!” or “There’s a coyote in my neighborhood!”
- 5 Calls for general information such as calls for individual volunteers, donations, or other non-wildlife calls can be returned last.

Prioritize your calls and call back immediately.

Usually you can return even the general information calls in the 15 minutes between check-ins.

Be diligent about this task and about checking in every 15 minutes.

People always let us know when someone is not responding in a timely manner!

Calls Lacking Information

Sometimes callers are so flustered by their problem that they forget to leave their phone number. If they remembered to leave their name, you can look in the phone book or check with 411 (Information) to see if they are listed.

If calls don’t leave their name, record the calls accordingly and hope that they will call back! When you get a message with just an address, again, try to locate a phone number.

What if you are not sure?

Do not save or skip messages for someone on the next shift to handle.... **EVER!**

Not only is this unfair to the next volunteer, but it is also unfair to the person waiting for a return call and, more importantly, to the animal in need of attention.

If a message comes in on your shift that sounds like something you might not know how to deal with, return the call anyway. Get as much information as you can, express your concern, tell the caller you will get back to them as soon as possible.

Ask for help to see what action you should take. Remember, the only foolish question is a question that goes unasked!

When you first get started, all of this may seem confusing. It will soon become second nature and you will surprise yourself by how quickly you can handle even a large volume of calls.

Record Keeping

Records must be kept of all messages (new and saved) that are retrieved during your shift. However, this is not quite as laborious as it sounds!

You will receive several blank log sheets with your manual. Designate one as your “*Master Copy*”. *Do not use your Master! Keep it blank for making future copies as you need them.*

As you retrieve messages, record each call directly on your log sheet. This will save re-writing the information. As you return each call, make notes in your log to explain how each call was handled. Is it really that simple? You bet! (see Table 3)

The information captured by these logs is necessary for reference on repeat calls and is also used for tracking the number and type of calls Liberty Wildlife is receiving. In addition, the information you record from the saved messages will be needed to update your phone lists.

On a monthly basis, each volunteer must mail or delivery the completed sheets to Liberty Wildlife or to the Volunteer Coordinator. These message records are placed in a central location for reference purposes for one year.

The information that is needed for your log is the date and time a call was originally placed, the time it was retrieved, the time it was returned, the name and phone number of the caller, a brief description of the problem and the action taken. (The date and time information is obtained by pressing while the message is playing 5 while the message is playing – be sure to get this data on each call.)

There is a sample log sheet on the next page. Be sure to review it carefully so you can see how responses are recorded.

Again, if you have any questions about the log or recording your responses, please call your Hotline Day Coordinator.

Table 3. Sample of a Hotline Log Sheet from the 8:00a to 11:00a shift.

Hotline Log Sheet (save one for Master)

Answering the Calls of the Wild

Now that you have a little background, you are probably wondering how this program actually works.

Timing

Begin your shift promptly at the start time; that is, if your shift starts at 1:00 pm, call in at 1:00pm. This will allow you the time to review saved messages before you receive calls. The saved messages often contain important information for your shift. Be sure to re-save all appropriately saved messages.

If you are assigned to the first shift of the day, you may want to retrieve messages before 8:00 am so that you can log-in the messages from the late evening and early morning hours before you review the saved messages and begin your call-backs.

After your first check-in, messages should be picked up every 15 minutes during your shift. The most important contribution to the success of each call is your quick, professional response.

Check for messages left at the very end of your shift. For example, if your shift is from 1:00 pm to 4:00pm, you should retrieve final messages at 3:59 pm. The next shift should not find any messages from 3:59 pm or earlier. It may take an extra fifteen minutes to complete those last late calls, but it provides the next volunteer the needed time to thoroughly review the saved messages.

It's All in the Name

When you return a call, immediately identify yourself as a Liberty Wildlife Hotline volunteer.

If you wish to identify yourself personally, use only your first name.

WHENEVER YOU GIVE OUT ANY NAMES AND NUMBERS, USE ONLY FIRST NAMES. THIS IS TO PROTECT EVERYONE'S PERSONAL PRIVACY.

THERE ARE NO EXCEPTIONS TO THIS POLICY OF FIRST NAMES ONLY!

Briefly Speaking

When speaking with the public, always be pleasant, professional, and **brief**.

It may seem considerate to listen to a long-winded caller, but it doesn't actually work out that way. You might be delaying the return of other calls, delaying checking in for new messages, or be inadvertently causing the caller to delay in providing treatment for an animal in need.

Leave a Message

If you are returning a call and reach an answering machine, leave a message!

THIS IS LIBERTY HOTLINE RETURNING YOUR CALL.... THE INFORMATION YOU NEED CAN BE FOUND BY CALLING.... (repeat phone # twice). IF YOU NEED FURTHER ASSISTANCE, PLEASE CALL BACK THE HOTLINE NUMBER, SOMEONE WILL RESPOND.

If possible, leave all of the information necessary so the caller does not need to call you back. If it is unclear what is needed, ask the caller to call again and leave us a more detailed message.

When you are leaving a message, identify yourself only as Liberty Wildlife, do not leave your name. It is confusing when a caller calls back during another shift asking to speak to you directly.

Making the Call

After identifying yourself as a Liberty Wildlife volunteer, ask the caller to briefly state his or her problem. If the caller's original message was detailed, you can ask specifically about the situation.

Avoid long conversations about circumstances that are not relevant. It is to your advantage (and the animal's) to quickly resolve the call.

You Are There to Help

Always use language that is positive and helpful. This applies even if the call is not related to Liberty Wildlife's mission.

For example, let us assume someone has called Liberty Wildlife about neighbors that are starving their donkey. Rather than saying, "We don't handle questions about donkeys," you could say, "The ASPCA or the Humane Society might be able to help you, let me give you the phone numbers."

Always use words like "may" or "might" so that you are not committing another organization to action.

Many of these referral organizations and agencies are listed on the Frequently Called Numbers list. Become familiar with them. It will help you to quickly process calls.

The Fine Art of Diplomacy

After you have taken your 100th call, it can be easy to forget that the person calling for help usually knows little or nothing about wildlife. Ignorance is sometimes the reason that very normal people do very abnormal things. Patience with each and every caller is a must.

As a Hotline volunteer, your first concern is to provide timely assistance for the animals. Realize that your actions and manners reflect on yourself, other Hotline volunteers, and on the entire organization. BE NICE!

How Do You Accomplish Being Nice?

Most of the time it comes quite naturally! It's easy to be nice to someone who is extremely grateful that you and your organization are there to help. When you return calls you will usually be greeted by the words, "Thank you so much for calling back!"

It's the rare impolite caller that may take a little extra effort.

Always keep in mind that if callers seem stressed, it is usually over their frustration in trying to obtain necessary help for the animal. After all, they wouldn't have called in the first place if they didn't care!

Focus on the Problem

The easiest way to keep your cool is to separate the caller from his or her problem, and then focus on the problem.

By focusing on the problem and not the person, most of the calls you receive will immediately become non-confrontational.

Berating an individual for what may seem to you to be a highly inappropriate action will not help. Simply solve the problem. Delving into why or how someone may have caused a particular situation to occur may be important. But, initially what's most important is to solve the problem.

If you feel that you're not really getting the right story, that's OK. With information from your log we can easily follow up on any discrepancies if necessary.

The important thing is to (OK, let's hear it) **SOLVE THE PROBLEM!**

Remember, focus on the problem. Once the caller realizes that the two of you are on the same team, you will find him or her more willing to do whatever is necessary to provide quick assistance for the animal.

Difficult Callers

Most of the calls you receive will be from individuals that are extremely appreciative and very concerned about wildlife. On occasion, you may get someone who is difficult or, rarely, someone who is downright nasty. Be polite as possible and let the caller know you are a volunteer.

Do not get into confrontations or arguments with people. If a caller becomes difficult to handle, take down as much information as possible and tell him or her someone will call them back. Immediately contact a Hotline Coordinator to handle the call.

If someone should become abusive, state that you are going to hang up and that you will be glad to help when he or she calms down. If they do not calm down, hang up.

Remember, keep your cool and solve the problem if possible. And, if it comes down to being right or being kind, **PLEASE CHOOSE TO BE KIND.**

Other Organizations

Liberty Wildlife expects that volunteers conduct themselves professionally at all times.

Occasionally callers will express frustration about other organizations they have contacted recently or in the past. Focus what we can do to help, not what others have not done.

Please do not speak negatively about other groups or individual rehabilitation providers. Liberty Wildlife strives to foster cooperation between all groups, with the primary goal in every situation being quality care for the orphaned, sick or injured animal.

Get a Substitute

If you discover that you will be unable to do your shift, find a substitute. Often, another volunteer on the Hotline schedule will be willing to trade shifts.

Be sure to notify a Hotline Coordinator once arrangements have been made about your shift (see the section on volunteers).

Check-in with your replacement as soon as possible after your shift. It is your responsibility to check in with your replacement to receive any new information that might have been in the saved messages while you were gone.

Missed Shifts

Eventually (and despite best efforts) the volunteer before you will miss his or her shift. It happens to everyone sooner or later, so when it happens to you, take a deep breath and dive into the calls!

Be sure to continue to retrieve messages on your own shift. Prioritize calls, keeping up with your own. If you are feeling overwhelmed, call a Hotline Coordinator and ask for help. Any Hotliner can help with an overload of calls.

Hotline Message Service Difficulties

Occasionally you will not be able to retrieve messages due to a system malfunction. If you find a problem with the service, call the Qwest Customer Assistance Center at: 1-800-776-2777.

Also call the Hotline Coordinator to inform him/her about the problem. Calls can also be accessed by dialing the Hotline number and pressing 7.

BIRDS

Although Liberty Wildlife aids all native wildlife (birds, mammals and reptiles), the majority of calls we receive are about birds. There are many native bird species (avian) that arrive at Liberty. During spring and summer there will be a huge increase in calls regarding orphaned birds. During the remainder of the year most of the calls will be about sick or injured adults. This section will provide information on some different types of birds and answer some of the common questions you will be asked.

Identification

Some callers will know what type of bird they have and most won't. In some ways, it isn't really important to identify the actual species as long as you can determine the type of bird they have. For example, if someone has found a hawk, you will have to dispatch a Rescue and Transport Volunteer. If someone has found a dove, they can bring it into the facility on their own. If someone has found a non-native pigeon, they should take it directly to a pigeon rehabilitator, not to Liberty Wildlife.

Even if the caller has identified the bird, it helps to ask a few questions to gently determine the accuracy of their information. Some people are positive they have a young hawk when, in reality, they have a young chicken!

Here are a few identification tips:

- Some birds are born naked and some are born with varying amounts of down. If a bird does not have its "normal-looking" feathers, it is still very young.
- A pigeon that has just hatched will have bright yellow down covering its body and should be taken directly to a pigeon rehabilitator (see Bird Phone List).
- Older pigeons can be identified by their pink legs. Again, these non-native birds should be taken directly to a pigeon rehabilitator (see Bird Phone List).
- If you are discussing size with a caller, use a dollar bill as a reference. A dollar bill is about 6 inches long. If the caller is describing a bird as "large", ask the caller if the bird is smaller/larger than a dollar bill. You will soon see that description and estimation of size can vary greatly.
- Raptors or birds of prey usually require the assistance of a Rescue and Transport Volunteer. Raptors can be identified by their sharp, curved talons; curved, sharp beak; and forward-looking eyes.
- If a caller cannot identify a newly-hatched bird, suggest that they watch for the parents.

With this manual you will receive a handout you can use to identify nestling and hatchling songbirds. A good field guide is also a handy tool to have available. A list of commonly-used field guides is included in the appendix section of this manual.

Native or Non-Native?

It is Liberty Wildlife's mission to provide care for native wildlife – working to keep the balance that is our delicate Sonoran Desert ecosystem.

Native and young songbirds and other small native species that cannot be returned to their nests are treated and cared for at Liberty Wildlife. With this in mind, the first step is to determine as best as you can the type of bird. Often people will call thinking they have a large dove or a small hawk when they really have a pigeon. There are rehabilitators and organizations that provide care for pigeons and other non-native species. It will save time and footwork for everyone and of course, reduce traveling time for the animal if you can immediately direct non-native species to these groups.

All non-native species (i.e. pigeons, starlings, sparrows, domestic ducks) are to be referred to the appropriate rehabilitators on the Bird Phone List. If non-native species arrive at Liberty Wildlife, they are transferred as soon as possible to an appropriate non-native rehabilitator.

Put it Back!

In the spring, Liberty Wildlife receives many calls about baby or orphaned birds. Callers often find a bird on the ground, don't see the parents around and assume it has been abandoned.

The first thing to do is to tell the caller who has found a baby bird to put it back in the nest. Quite often a storm or even a rambunctious nest-mate has inadvertently caused this problem.

Contrary to common belief, most birds do not have a good sense of smell. The parents will not reject the bird solely because you have touched it. By putting the bird back in the nest, the parents will continue to care for it. As you might guess, the best parents to raise a baby bird are its own! Ask the caller to watch *discreetly*, for the next few hours to be certain the parents are aware their offspring is back.

If the entire nest has fallen to the ground, it can be reattached to a branch or other high, safe place with strong, pantyhose or wire. If the nest has broken apart, the remaining pieces can be placed in an empty berry basket, margarine or other small container that has drainage holes. Place the container back in the tree and tie it securely in place. Since babies need shade and protection, be sure the nest is not in the full sun.

Avoid the Unnecessary Rescue

If the caller cannot find the nest, go onto the nest step: **MAKE SURE THE BABY IS TRULY ORPHANED.** When birds fledge, or leave the nest, they end up on the ground for a few hours or days while they're learning to fly. Their tail and wing tips will grow and the wings will strengthen during this period. This is quite normal and the parents will continue to feed/water them until they are able to fly away. At first they hop a few

feet. Then they'll slowly, surely get higher with each attempt: they will make it into a bush, then up to a short fence or birdbath, then atop a regular fence, and finally up into the trees and then they achieve full flight and independence.

Again, we would not want to remove an animal from the wild when it is being properly cared for. If a caller has found a small bird that has most of its adult feathers, ask the caller to place the bird in a nearby tree. Make sure the fledgling has adequate shade and shelter. Ask the caller to keep pet cats and dogs indoors or go with them when they need to go out and watch them. Then the caller can simply wait a few days until the fledgling can fly away.

True Orphans

If the caller cannot put a bird back in its nest or doesn't know where the nest is and *if* the bird is truly abandoned, the baby will need help.

If the bird is a small native species, have the caller bring it directly to Liberty Wildlife. Each spring and summer Liberty Wildlife Orphan Care Volunteers are at the facility to provide the constant feeding needed by baby songbirds and other small native orphans. This begins in late March or early April and continues until the last orphan is left, usually sometime in August.

Drop-off hours during Orphan Care Season are from 7:00am to 6:30pm, seven days a week. Directions to the facility are listed in the General Information section of this manual.

You will sometimes receive calls from someone without a car. Usually they will have access to a friend or neighbor that will be willing to transport the animal once they know where to take it. If the transport cannot take place until after hours, the caller can take the animal directly to our after-hours-drop-off-point – Paradise Valley Emergency Animal Clinic at 6969 E. Shea Blvd., Scottsdale, AZ (the southwest corner of 70th Street and Shea; there is a light at 70th Street). The phone number is 480-991-1845.

If the bird is a raptor or other large, native bird that requires specialized handling, a Rescue and Transport Volunteer must be dispatched. This procedure is detailed in the Rescue and Transport section of this manual.

If the bird is a non-native species, such as pigeon, starling, sparrow or domestic duck, give the caller at least three names from the Birds Phone List. Inform the caller they will be responsible for transporting the animal.

Injuries

Calls regarding injured animals are received throughout the year. It is very important that an injured bird get help as quickly as possible. Since shock or stress alone can often kill a bird, it must be kept warm, quiet, and away from people and pets.

If the injured bird is a small native species, have the caller transport the bird directly to Liberty Wildlife. Directions to the facility are found in the General Information section of this manual. After-hours drop-offs can be made directly to Paradise Valley Emergency Animal Clinic. Directions to PVEAC are located in the General Information section of this manual.

If a caller has located an injured raptor or other large animal requiring specialized handling, dispatch a Rescue and Transport Volunteer from the Rescue and Transport section of this manual.

If the injured bird is a non-native species give the caller three numbers from the Bird Phone List so that they will quickly be able to help the bird. Inform the caller that they will be responsible for transporting the bird.

Notes on Transportation

When callers are transporting birds, ask them to place the bird in a warm, dry, ventilated container with a secure lid. If the bird is not feathered or if it's injured, it can be placed on a heating pad set to the lowest setting on the bottom of the carrier. Cover the top with a towel. By preheating the bird and the carrier in this manner, the bird will stay warm during transportation.

If the bird is being transported during the hot, summer months, it is important that you pre-cool the car. Once the vehicle is pre-cooled, the bird can still be transported in the above manner. Be sure the bird is not in the path of the car's air conditioning nor directly in the sun where it could get too hot or too cold.

Temporary Measures

The best action for a sick, injured or orphaned animal is quick transportation to its final destination. However, sometimes callers must delay transportation for a few hours and temporary measures are needed to maintain the animal's condition.

An environment that is warm, dark and quiet is the ideal temporary condition for a bird. This low stress situation, away from people and pets, helps to keep the animal calm (not wasting valuable energies in fright) while waiting for care.

If the caller has found an injured bird or orphaned bird without feathers, ask that it is immediately placed in a warm, dark, quiet, ventilated container. A heating pad on the low setting, underneath a towel should provide sufficient warmth for the container. If a container is not available, the caller can punch holes in a paper grocery bag, place the small bird inside and fold the top down securely. Place the bag on the towel above the heating pad.

If a bird is very young, it might need to be fed. Very young songbirds (hatchlings) need to be fed at regular intervals throughout the day/light hours. However, *identification is critical when using temporary food measures for young birds*. If you are not sure of the species, DO NOT FEED IT. If you have mis-identified a bird it may be fed something that is difficult for it to digest or may actually harm it. You may feel that the caller may not be capable of completing the task properly. Use your good judgment when deciding whether to pursue the topic of food.

With that in mind, if you feel confident in your identification and in the caller's abilities, carefully explain the procedure for feeding young hatchling songbirds. Songbird hatchlings usually gape for food. *Gaping* is the act of throwing back its head and opening its mouth very wide for the parents to drop in food. Be sure to describe this behavior very carefully. There is a definite difference between gaping for food and gasping for air. An animal should never be fed if it is gasping.

If the caller has a small songbird that is gaping for food, it can be offered dry cat/dog food that has been soaked in water until it reaches the consistency of sponge. Offer the food to the bird on the bristle end of a child's paint brush or on the long clip-end of a removable pen cap. Tapping slightly on the side of the beak should cause the bird to gape and bite at the food. NEVER FORCE FEED A BIRD. Do not try to give a baby bird water, it gets the moisture it needs from its food. Never give a bird water or food from an eye-dropper, as it is extremely easy for them to take liquid in their trachea or lungs and die.

Specific Species and Situations

This section lists information on specific situations that commonly arise. Take the time to familiarize yourself with each topic. Refer to this list, particularly in the beginning before you familiarize yourself with each topic. Refer to this list, particularly in the beginning before you return a call on a specific species. Quite often the answer to the caller's question will be right on these pages. If you wish to learn more about a particular species, additional reference sources are listed on the Reading List in the Appendix section of this manual.

BIRDS

- *Birds in Chimneys*

If someone calls about a bird in their chimney, they can try putting a lit flashlight in the fireplace pointing up into the chimney. Sometimes the bird will fly toward the light. If they are quick enough, they can sometimes catch the bird before it flies into other parts of the house. (A pool net might be useful.) Also refer the callers to one of the "chimney" numbers on the Frequently Called Numbers List. In addition, suggest installing wire mesh or a grate over the top of the chimney preventing this from happening in the future.

- *Birds in Stores or Buildings*

If someone calls about a bird in a home/business, there are a few suggestions you can offer. If possible turn off all the lights and darken the windows leaving a door propped open. The bird will usually fly to the light. Leaving a trail of food on the floor can entice the bird towards the door. When the bird comes down to eat, scare it out. The caller can also try to catch the bird with a swimming pool net or a large towel. You can give the caller a number from the animal rescue business from the Frequently Called Numbers List as a last resort, but be sure to explain that these are businesses for profit, not a part of Liberty Wildlife and they will charge a fee.

- *Ducks*

Most duck calls you receive will be about the non-native ducks which reside year-round in our man-made lakes. Domestic ducklings should be kept warm and can be fed crushed sugar-free cereal, crushed hard-boiled eggs or crushed alfalfa sprout tips. Be sure water is available to wash down food. Never force-feed ducks. Refer the caller to East Valley Wildlife for further assistance.

- *Hummingbirds*

When a baby hummingbird is old enough to regulate its own body temperature, the mother will stay away from the nest for long periods so as to not attract predators. She will come to feed the babies, but will do it *very fast*. People often call thinking that a nest has been abandoned. Tell them to watch for at least two hours *without looking away*, and if the mother still hasn't come, they can remove the babies.

Baby hummers need to be fed often. If a baby is to survive, it must be taken to one of Liberty Wildlife's hummingbird rehabilitators as soon as possible.

If a baby hummer cannot be transported within an hour, keep it hydrated by offering it a drinking straw of water, keeping a finger of the top end of the straw to prevent the water from pouring into the baby's mouth. The baby will suck the water from the lower end of the straw. Repeat this every 15 minutes until the hummer is transferred. Remind the caller that this is only a temporary measure until the bird gets to a rehabilitator where it will receive specialized baby hummingbird food.

It is very important to keep the hummingbirds warm. If you receive a call about an injured hummingbird, keep the bird warm, dark, quiet place and get it to one of Liberty's rehabilitators as soon as possible.

- *Killdeer*

Killdeer are native. They require specialized care and are to be taken to Liberty Wildlife.

- *Mockingbirds*

Mockingbirds have a very strong maternal instinct. When babies outgrow the nest they end up on the ground before they can fly. The parents protect them by frightening away possible predators such as dogs and cats. Mockingbirds will even dive after people, which can be very upsetting! Explain the mockingbirds strong maternal instinct to the

caller and let them know the behavior will probably last only about a week. The birds usually don't make contact with people.

Some suggestions you can make are to tell the caller to wear a hat or carry an open umbrella. Of course, if they can use another entrance for a few days, that is the best solution. If a caller threatens to kill the birds, let him/her know that they are a protected species and it is illegal to harm them.

- *Pelicans*

Pelicans in the desert? You bet! Juvenile brown pelicans sometimes get caught in monsoon storms from California or Mexico. Lacking the strength to fight the wind currents many end up in the Phoenix area canals or lakes. Pelicans need ocean fish to survive and will become ill and starve to death if they cannot get food. If you get a report on a pelican, locate a Rescue and Transport Volunteer in the area that will be willing to keep track of the pelican. Because they are fully flighted, healthy pelicans are extremely difficult to catch. We often have to wait until they are vulnerable enough to be caught.

Make sure the Rescue and Transport Volunteer understands that you are assigning that particular pelican to him/her. A check must be made on it frequently as its condition can worsen very quickly. Leave a saved message giving the location on the pelican and the name of the Rescue and Transport Volunteer who is responsible for monitoring it so that all future calls can be routed to the same volunteer. After it is captured and assessed by the Medical Services team at Liberty, if the pelican is a good weight and in good condition, it will be flown to San Diego where its rehabilitation will be completed by Sea World before it is released. Otherwise, it will be treated at Liberty Wildlife until such time that it can be flown to San Diego.

PLEASE NOTE: If the pelican is down, tell the caller to be very careful of the pelican's beak. The covering of the beak is very thin and extremely fragile. Care must be taken not to pierce it. Of course, as with all long-billed water fowl, the bill should be in the handler's control at all times.

- *Pigeons*

Many people call about pigeons. They are either trying to help them or to get rid of them! The first kind of callers can be referred to the non-native rehabilitators on the Bird Phone List. For the second set of callers, those who are trying to get rid of them, there are several suggestions you can make.

The best thing to do is to eliminate the pigeon food source and nesting area. Tell the caller not to leave dog/cat food(s) lying around and to keep palm trees well-trimmed. If they have bird feeders in the yard, suggest they use the kind with very short perches that cannot support a pigeon. Hanging a catch tray will prevent food from falling to the ground and becoming an attraction. Inflatable or plastic owls can be hung up, but must

be moved every day to ensure a life-like appearance. Owls can be found in nurseries, hardware stores or feed and grain stores. Sometimes hanging pie plates or wind socks from a string over the area will encourage pigeons to relocate. Again, these irritants should be moved regularly so the birds don't become used to them.

- *Quail*

If someone calls about an orphaned quail, tell the caller to keep the baby warm, in a closed room with a well-ventilated box (make holes pencil-sized) on top of a heating pad set to the lowest setting. Place a ravel-free towel on the bottom of the box, folded so the bird cannot get stuck under the towel and overheat. Do not give the baby quail water or anything else to drink as they can drown in 1/4" of water. They can be fed crushed alfalfa sprout tips, crushed hard-boiled eggs, or crushed sugar-free cereal (i.e. cornflakes) until they can be brought to Liberty Wildlife. Try not to feed the baby(ies), but put the food on the bottom of the box and let them eat if hungry. Quail eggs should be kept warm like the babies until they can be brought to the incubators at Liberty Wildlife. Sick and injured adult quail should be kept warm, quiet, in a dark container and transported immediately to Liberty Wildlife.

- *Woodpeckers*

In the early spring, many calls will come in from people complaining about woodpeckers pecking at their houses. This "drumming" is normal behavior for woodpeckers who usually peck on trees to find bugs and insects. The male also does this to attract a mate and declare territory. Inflatable owls (or large rubber snakes) can be hung up to scare them away, but have to be moved daily to ensure a life-like appearance. Sometimes hanging pie plates from a string or windsocks over the area will encourage woodpeckers to relocate. If it is possible, placing a blanket over the area will discourage them because they don't like pecking on soft things. If it doesn't make any noise, it doesn't announce territory. Be sure to tell the caller that the woodpecker is a protected species and it is illegal to harm them. If they don't correct the problem attraction and forcefully remove the woodpecker, another will most likely take its place.

MAMMALS

Although the majority of animals Liberty Wildlife receives are birds, an amazing variety of nature mammal species arrive throughout the year too. We have treated all types of mammals, including javelina, coyotes, raccoons, foxes, ringtail cats, bats, jackrabbits, cottontails, and even the tiny desert shrew.

This section provides information on some of the different types of mammals and answers some of the common questions you will be asked.

Mammals require different procedures than birds. Capturing a large mammal requires specialized training (Mammal Rescue and Transport Volunteers are on the list). Volunteers that regularly handle mammals are encouraged to get preventative rabies shots. Caging, restraint, and even procedures for feeding and cleaning mammals are different.

The calls we receive regarding mammals are different too. Most of the mammal calls will require discussion with a concerned homeowner rather than action!

AVOID UNNECESSARY RESCUES

As in the case with young birds, we must work with the public to prevent the good-intentioned “rescue” (kidnapping), of your mammals that are being cared for by their parents. Orphan animal situations are not always as they appear. If a caller has found babies ask him or her to watch carefully to see if the mother is nearby. Different mammal species handle their young in different ways. Some mammal parents will intentionally stay away from the den to avoid attracting possible predators. For example, as young rabbits get older, the mother will return to the den at dawn and once again at dusk to feed the young.

Instruct callers that have inadvertently disturbed dens to recover them if possible. Dogs and cats must be kept away from the area.

When the parents return they will probably sense the disturbance and move the babies to a new area.

LEARNING TO SHARE

As Valley communities sprawl further and further into the desert, people experience more interaction with wildlife of all sorts (mammals in particular) as these displaced animals strive to survive in their changing environment. (Mammals that are well-established in their own territories are almost unnoticeable to most humans.) Many of the calls to Liberty are from panicked homeowners that are frightened for the well-being of their family or pets. These calls are handled best by educating the public. Often it is not a case of “there’s a coyote in my yard!” – It is a case of the caller being in the coyote’s yard. Helping the caller to coexist with wildlife is a critical part of Liberty Wildlife’s mission. We’ve never been called by a rabbit or a bird.

RELOCATIONS

Liberty Wildlife **DOES NOT REMOVE / RELOCATE** healthy wild animals that are just deemed a *nuisance*!

If wildlife are coming into close proximity to people it is usually because they are seeking food, water, shelter, or a den or housing area for their young. The best solution in this circumstance is to eliminate the temptation for the animal and others of its kind. Feed pets indoors so that food is not left out. Keep lids tight on trash cans. Make sure water sources such as hoses and outdoor faucets do not drip. And most importantly, close-up all openings under houses, trailers and other building. If you remove the temptations, the animals will usually look elsewhere for what they need.

For the most part, forced mammal relocations are not successful. Taking a wild animal that was raised and successfully living in a particular territory and moving it to an albeit seemingly ideal location is still stressful and harmful to the animal. It must now locate a new food supply, find appropriate shelter, identify possible local predators, seek a new mate, find a water source, and lay claim to and protect a new territory. Many mammals do not survive these overwhelming and survival dependant changes happening all at once.

Calls requesting relocation of wildlife are best handled by educating the public. Take the time to help others understand the importance these animals play in the connectedness and beauty of our shared world. You can also provide suggestions that will help dissuade the animal from staying in the area. For more information on deterrents, read the section titled “Forced Animal Removal” and “Specific Species and Situations” listed below. Let the caller know that if the conditions that attracted that animal to the site are ***not*** altered another animal will just replace it.

TRUE ORPHANS

Unlike young birds, which are usually fed only during daylight hours, young mammals need to be fed around the clock. A mammal that is truly orphaned will need to be provided food and care as soon as possible.

It is critical that orphaned young mammals are kept with their own species. Young animals ***imprint*** (learn to identify with their own species) at an early age. To avoid problems associated with animals imprinting on people we must take steps to make sure that these animals are socializing with others of their species.

Orphaned jackrabbits, cottontails, and squirrels can be brought directly to one of Liberty Wildlife’s mammal orphan care volunteers by the caller. The names of these individuals can be found on the Mammal Call List. If the baby does not yet have fur or if it is injured, ask the caller to place it in a warm, dark, quiet ventilated container for transport. Placing a heating pad (preheated to low) in the bottom of the container should provide warmth.

Large orphans such as coyotes, foxes and raccoons might be dangerous for the public to transport and should be brought into Liberty Wildlife by a trained Rescue and Transport Volunteer. The procedure for dispatching a Rescue and Transport Volunteer for mammals is detailed in that section.

INJURIES

As with birds it is important to respond quickly to calls for sick and injured mammals. Often an injured mammal can still move away from the area of the original sitting making a rescue difficult. Also, injured mammals can be unpredictable and even dangerous.

If a caller has found a small injured mammal, such as a jackrabbit, cottontail or squirrel, ask the caller to contain the animal and bring it directly to one of Liberty Wildlife's rabbit/squirrel rehabilitators. An asterisk (*) next to the person's name indicates they will receive injured wildlife.

If the caller has found a large mammal, such as a javelina, coyote, raccoon or fox, dispatch a Mammal Rescue and Transport Volunteer according to the procedure detailed in this manual.

WE'RE MAMMALS TOO!

Mammals that appear injured can actually be victims of illness. They can carry distemper, rabies or other diseases that might be contagious to humans or pets. It is important to take basic precautions, such as washing and disinfecting hands, clothing or even shoes that might have come in contact with the animal. If callers are concerned about possible contact with an ill animal, ask them to contact their personal physician for instructions. DO NOT instruct callers on matters of health.

SPECIFIC SPECIES AND SITUATIONS

- *Bats*

Yes, bats are mammals! **NEVER TOUCH A BAT.** Bats are vector species for the rabies virus. Although less than 1% of the bats in Arizona are thought to be rabid, this percentage jumps to 16% if you consider only those which are sick and injured – which are the bats that people usually find. Review the rabies topic in this section for more information.

If a caller has bats in their home or building, there must be a hole or other opening the bats are using as an entrance. If it is fall or winter when babies are likely not to be present, the caller can try to encourage the bats to leave. To do this the caller must locate the entrance and wait until evening when the bats have departed for the night's hunt. When it is certain that all of the bats have left the building, close the opening securely. Do not close up openings during spring and summer because baby bats, which are usually left in the roost while adults leave to forage for food, would be sealed inside.

When injured or truly orphaned bats are found, trained Rescue and Transport volunteers should be dispatched to assist. They will gently scoop the animals into a secure container using a shovel or broom and then transport immediately to Liberty Wildlife.

- *COYOTES IN NEIGHBORHOOD*

As previously stated, often it is not a case of "there's a coyote in my yard", but a case of the caller being in the coyote's yard. Liberty Wildlife DOES NOT RELOCATE HEALTHY WILD ANIMALS THAT ARE JUST DEEMED TO BE A NUISANCE. If coyotes are entering a neighborhood, it's usually because they are seeking food, water or shelter. The best solution is to eliminate the temptation(s) for the animal. For example, feed pets inside, keep lids tight on garbage cans, and close all openings under houses and other buildings. Remember – prevention is the key.

Callers sometimes assume coyotes to be fierce man-eating animals. Coyotes may kill a pet cat or small dog if no other food is available, but there are also many other desert dwellers that prey on small pets. In fact, there are people who will shoot or poison other people's pets that wander into their yard. If a caller is worried about his/her small pet, ask them to go out with it for elimination to guard it and otherwise keep the pet inside.

- *FORCED MAMMAL REMOVAL*

Unfamiliar wildlife in the area can be frightening for the uninitiated homeowner or new desert-dweller.. Sometimes just talking about the animal and its uniqueness can help the caller to become more comfortable with the situation.

If the caller refuses to let the animal remain, suggest ways to *encourage the animal(s) to leave on its own*. Forced relocation should be only a last-resort as it is very traumatic for the animal. Only about *50% will survive a forced relocation*. In addition to the stress involved, the animal must cope with an unfamiliar environment. For example, an animal whose mother raised it in an urban environment will have great difficulty surviving in the desert wilderness.

Drastic attempts to drive family units away can cause a mother to be separated from the offspring. Since attempts to reunite them are usually unsuccessful, people need to understand that they can keep the family intact by convincing the mother to relocate voluntarily.

First research the animal's normal habits. Some mammals have the ability to climb or leap over fences and some do not. Again, if an animal is coming in close contact with people, it is usually because they are seeking food, water or shelter. The best solution is to make things unpleasant for the mother by eliminating the attractions. Feed pets indoors, completely seal garbage cans tightly and close any openings under the house, fences and other buildings.

If the area is too large to enclose or if there are babies in the den, there are other options for you to suggest. If a nocturnal animal is sleeping in the area, hang up a bright light in its adopted den. Place a portable radio in the area with loud music/human "talk shows". This will quickly become an irritant to the mammal. A can placed in the area with an ammonia-soaked rag inside is a very good deterrent. Place a lid on the top of the can with holes punched in the top for ventilation. *Care must be taken to absolutely ensure it is kept away from children and pets*. Moth balls are another option.

There is a product available at PetsMart or other local pet supply stores called REPEL which can be sprinkled on the ground. The package instructions should be followed very carefully. The Animal removal businesses which are listed on the Frequently Called Numbers List, such as Critter Control, take additional steps to ensure that family units are kept together and that mammals are relocated to an area that could support their survival. These businesses charge a fee.

As a final note, callers always want reassurance that the animals they've seen won't hurt them, family members or pets. Even though most animals will avoid a confrontation and

are not likely to attack unless they are cornered, threatened or defending their young, we cannot make promises concerning wildlife behavior.

- *JACKRABBITS AND COTTONTAILS*

Rabbits make a burrow or nests for their young. The parents leave the young alone for most of the day and return to them at dusk. If the burrow is uncovered during the day, it is quite common for the youngsters to appear abandoned/orphaned. Explain the process to the caller and ask them to watch to see if the parents return. The caller can put on gloves and place twigs and leaves lightly over the entrance to the den. If the material is disturbed the next day the parent/mother is probably still in the area. If the material is still blocking the entrance the next day, the babies may be truly orphaned and the caller can bring them directly to one of Liberty Wildlife's trained rehabilitators.

Prior to transportation, remind the caller not to let anyone play with the animals as rabbits can easily die of fright. Ask the caller not to give it cow's milk or water if the animal is young and its eyes are still closed. If the caller cannot transport the bunny immediately, they can offer it Pedialyte or sugar-water from an eye-dropper *very* slowly. Do not squirt the liquid into the animal, let it suck from the dropper. Extreme care must be taken as too much liquid, too fast, might kill the animal. Considering the many precautions involved with temporary care, it's best just to quickly box and transport the animal.

- *MEDICAL ADVICE FOR PEOPLE OR PETS*

NEVER GIVE MEDICAL ADVICE! If people or volunteers call with questions about exposure to sick or injured wild animals, please refer them to their family physician or local care center. If a caller's concerned about a pet's exposure to a sick or injured wild animal, ask that they contact their pet's veterinarian.

- *MICE AND RATS*

Callers with mouse infestations should be referred to pest-control companies. Suggest that the caller ask if the organization has humane, live-capture traps. Refer calls regarding the hanta virus, which is believed to be carried by deer mice, to the Department of Health. Pack rats are often found in outlying areas. They can be sent to volunteers on the small mammal list or Liberty Wildlife.

- *PUTTING OUT FOOD TO ATTRACT WILDLIFE*

The feeding of animals in the wild should be discouraged. Some people, meaning well, set out food to enhance the opportunity of observing interesting creatures such as skunks, foxes, coyotes, raccoons, or even javelina with no thought of doing them any harm. Such handouts rarely are as nutritious as their natural diet. But the greatest harm is done when the animals develop a trust of kindhearted humans, which makes them less cautious in their meetings with people who are not as friendly. Loss of an animal's "protection fear of humans" can be a problem for both the people and the animal. We often receive calls about wildlife entering yards that are actually being enticed into the area by neighbors that are offering food.

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- *RABIES*

Rabies is a very serious disease that is 100% fatal *when not treated*. Fortunately, post-experience treatment is available and, although costly, it is very effective when administered correctly and in time. It is critical that we capture the names and phone numbers of callers indicating any possible exposure to rabies. The Rescue and Transport group are trained to calmly talk to the public and gather information for the Department of Health. It is important not to frighten people that have come in contact with bats. If you have a call concerning a possible rabid animal, and you think the caller or pet may have come into direct contact with the animal, contact the senior Medical Services staff or one of Liberty Wildlife's Directors. The Department of Health has staff on hand that will work with the public and determine that actions are needed. Although any mammal can contract rabies after exposure, there are four rabies-vector species (bat, fox, skunk, and raccoon) that are commonly affected.

- *RACCOONS*

Raccoons have a bad reputation for carrying rabies, but there hasn't been a reported case of raccoon rabies in Arizona for many years. This confusion started with a problem with rabid raccoons found in the eastern United States. Again, if raccoons are in a yard you can offer the caller suggestions from the *Forced Animal Removal* information in this section.

- *SKUNKS*

You will often get calls from people who have skunks living under their house/trailer or other building. Again, the best way to relocate the animal is to convince it to move on its own accord. Skunks are nocturnal so if you can catch the animal out of the area at night you can blockade the opening so that they can't return. **BE SURE THERE ARE NO BABIES IN THE DEN BEFORE SEALING THE HOLES.** In other words, don't close up a den in the spring or early summer.

Skunks don't climb so if one is in a fenced area there must be a hole or other opening in the foundation or fence for it to penetrate. Callers that have caught a skunk inadvertently in a cat trap can walk towards the trap with a blanket in front of them. Skunks don't usually spray inanimate objects, but if they do the spray will hit the blanket. When people are close enough they can carefully open the trap, keeping the blanket in front of them as a shield.

It is a good idea to tell the caller that skunks hold a total of six shots of spray at any one time. If the animal dies (gets shot), all six are released at once. It is a good deterrent for the caller who is thinking of using a gun!

- *TRAPPING*

Many people think that trapping is the perfect, quick solution to relocating a problem animal. Actually, all trapping does is to open that territory for another animal to move in. In one case a frustrated homeowner trapped a raccoon. Whatever attracted the first one attracted another, which the homeowner then trapped. One by one, over a short period of time a dozen animals were captured. When the homeowner finally understood the real problem and removed the attraction, the last animal left the area voluntarily and was not replaced. Review *Forced Animal Relocation* in this section for more information.

REPTILES, AMPHIBIANS & Bees

Orphans

Most reptiles are either born or hatched and are immediately on their own. Not winners of parenting awards, many reptiles do not feed or protect their offspring. In that respect, most reptiles arrive into the world orphaned. So, if you receive a call about an orphaned snake or lizard, suggest that the caller leave it alone if it is in an appropriate area.

Injuries

Sick or injured native snakes or lizards can be brought directly into Liberty Wildlife. Poisonous animals such rattlesnakes or Gila monsters can be brought in by Rescue and Transport volunteers.

Specific Species and Situations:

- *Bees*

Leave them alone! There are more and more calls coming in regarding killer bees. In general, unless a person is allergic, a sting from a killer bee is similar to that of a normal bee. The difference is that killer bees are more aggressive by nature and attack in swarms – it is usually the number of bites not the severity of the venom that is the problem. If callers have a swarm or are concerned about bees in their area, refer them to a bee removal company in the Yellow Pages (under bees) or to the number on the Frequently Called Numbers list.

- *Box Turtles*

Box turtles are also native to some parts of the Valley. A box turtle can be recognized by its hinged lower shell. Injured box turtles can be brought directly to Liberty Wildlife or one of its designated drop-off clinics.

- *Desert Tortoises*

If you receive a call about a desert tortoise that has been discovered or has wandered into someone's yard, think carefully before you act!

Once tortoises are brought into a captive situation, they cannot be released back into the wild. Arizona Game and Fish believes that this procedure protects the Sonoran population from disease.

Be sure the caller does not live near a wash, a mountain preserve or an open track of desert that might be the tortoise's natural home. If this *is* the case, ask the caller to leave the animal alone if it is not injured.

If the desert tortoise was found in the city or in a residential neighborhood not bordered by open lands, let the caller know that the animal quite possibly is a pet. There are two ways to legally obtain a desert tortoise as a pet. Someone can adopt one through Arizona Game and Fish or receive it as a gift from someone who owned it or its parents legally.

PetLine and other pet locator services should be contacted by the caller if the tortoise is determined to be a pet. Desert tortoises are tremendous diggers, capable of making burrows of up to 30 feet in length, so it is possible that one might escape.

Of course, if the caller has found a desert tortoise that is injured ask that he or she bring it directly to Liberty Wildlife or one of its drop-off clinics.

- *Gila Monsters*

Gila monsters are native lizards and are venomous. They should be handled with extreme caution as they can be tenacious when they have bitten someone or something.

- *Rattlesnakes*

There are numbers on the Frequently Called Number list of groups or organizations (such as Rural Metro) that will remove *healthy and uninjured* rattlesnakes.

If a rattlesnake must be secured immediately, suggest to the caller that he or she call Rural Metro or a Rescue & Transport volunteer. Do not encourage individual to promote any movement and **DO NOT MOVE OR HANDLE IN ANY WAY!**

Injured rattlesnakes are treated at Liberty Wildlife.

WHEN HOTLINE SHOULD CALL RESEARCH AND CONSERVATION (R&C):

1: If you get a call from a homeowner who has found a bird DEAD at the bottom of a power pole refer the homeowner to their power company. APS and SRP both have raptor protection programs. Either company will send a crew out to assess the situation and will either take the bird or dispose of it. It will be up to the power company to decide if they want R&C to come and take the bird. The homeowner should not move the bird and should never take it into their home per The Migratory Bird Treaty Act. Please do not send a volunteer out to retrieve a dead bird in this situation.

APS Customer Care Center at 800-253-9405 (or 602-371-7171 for local Phoenix calls)

SRP contact number is: (602) 236-BIRD (236-2473) or general customer service (weekends)

602-236-8888

2: If you get a call from a homeowner who has found a bird ALIVE at the bottom of a power pole, please call a Rescue and Transport Volunteer.

3: If you get a call about a bird stuck on a power line, ALIVE or DEAD, the person must report that to the utility company immediately using the numbers above. We cannot rescue anything in the power lines due to extreme danger. However, we can send a volunteer to rescue that bird once it is free alive or dead. The utility company will be in contact once the bird is down.

4: If you get a call from a citizen about Burrowing owls in an area where they believe construction will be or is occurring, please direct them to call AZ Game and Fish and report it. If it is a construction company calling about needing assistance removing owls from a site then you should call R&C with that information. We can only move owls from areas where the landowner is the one calling. We cannot move owls living near a sidewalk or near a road, or restaurant, or a school. Those are wild birds and choose to live there.

If you get a call about Burrowing Owls injured please send a volunteer to rescue it.

5: If you get a call from a utility worker, from APS, SRP, WAPA, FMI, any company, that calls comes immediately to Research and Conservation. Do not call Game and Fish or send a volunteer. No volunteers are to be sent to do any utility work. Bird rescues on canals can go to volunteers.

6: Any calls that come in about nest issues or wanting nest removals should come to Research and Conservation. Permits are required to do this and we can assist with that process.

7: If you get a call and you are not sure what to do, please call or email for help. 480-242-9198 is the research cell or email research@libertywildlife.org. Calling the office and speaking to someone there may answer your questions.

GENERAL INFORMATION

Directions to Liberty Wildlife:

LIBERTY WILDLIFE IS NOT OPEN TO THE PUBLIC!

If someone needs to come to the facility to bring in an animal during the spring or early summer or if someone is coming to a new volunteer orientation or other scheduled appointment, you can give out the following information.

*** The address is 11825 N. 70th Street, Scottsdale *** PLEASE TELL CALLERS THIS IS NOT OUR MAILING ADDRESS – THERE IS NO MAIL BOX AT THE FACILITY. Some people want to use “Mapquest” or other computer programs for map location. This would be the only reason they really need the address if they follow our directions.

Liberty Wildlife is located in Scottsdale between Cactus Road and Shea Blvd.; West of Scottsdale Road and East of 68th Street. (There is also a 68th Place so be sure the public understands they are looking for 68th Street.)

As Liberty Wildlife does not have an actual street address, politely advise the public to listen carefully to your instructions.

ENTERING FROM CACTUS ROAD:

Go to 68th Street and head South. The first left is Paradise.

Drive, turn left on Paradise Drive.

Paradise dead-ends on 70th Street.

Liberty Wildlife is directly in front of you. If you look straight ahead, you will see a small sign that says “Liberty Wildlife”

You will see 3 individual stakes, each with an orange birdhouse atop.

Pull straight into the dirt driveway and parking lot.

There is a small window for drop-off. Ring buzzer for assistance.

ENTERING FROM SHEA BLVD.

Go to 68th Street and head North.

Continue through the neighborhood on 68th Street.

There is a stop sign and a round-about at Cholla. Continue on 68th Street.

The first right past Cholla is Paradise Drive (Paradise is almost all of the way to Cactus).

Turn right on Paradise Drive. Paradise will dead-end on 70th Street.

Directly in front of you is Liberty Wildlife. If you look straight ahead, you will see a small sign that says “Liberty Wildlife”

You will see 3 stakes, each with an orange birdhouse atop each.

Pull straight into the dirt driveway and parking lot.

There is a small window for drop off. Ring buzzer for assistance.

AFTER HOURS DROP-OFF POINT

Whenever Liberty Wildlife is not open, animals can be taken to Paradise Valley Emergency Animal Hospital at 6969 E. Shea Blvd. It is in a little strip mall at the South West corner of 70th St & Shea). You do not need to call before you bring in an animal. If someone needs to call the Clinic for directions, their number is: 480-991-1845. PVEAC is **ONLY ALLOWED TO TAKE INJURED WILDLIFE or BABIES WHEN LIBERTY WILDLIFE IS CLOSED**. If it is during our open hours, the animal must be brought to Liberty Wildlife.

Calls for Megan:

Megan Mosby is the Executive Director of Liberty Wildlife. People will sometimes call and ask for her by name. If you receive such a message, contact her at home and leave message. Be sure to include the date and time the call was left on the Hotline.

Calls for Dr. Kathy Orr (formerly Ingram)

Dr. Kathy Orr (formerly Dr. Kathy Ingram) founded Liberty Wildlife. In fact, Liberty Wildlife is currently located on her property. Liberty Wildlife's Hotline phone number used to be Dr. Orr's home number and occasionally people leave messages for her. Call the person back and ask if you can help them. Sometimes it's an animal call or something you can take care of. If the caller does need to talk to Dr. Orr, tell the caller that you will relay the message. Then call Dr. Orr at 480-483-7402 and give her the message. Never give Dr. Orr's number to the public. Never call her personally at home except when notifying her of a call (as mentioned above).

Calls from Media

If a reporter or other member of the press calls, tell them you will have Megan Mosby contact them. Then leave a detailed message for one of Liberty Wildlife's Directors. Do this even if the caller is requesting information on a topic you are familiar with. Volunteers must never give out information or quotes to the press without the express permission of Liberty Wildlife's Director.

Cat Traps

Many people call wanting to rent a “Have a Heart” traps for cats. Tell them we do not provide that service. They can usually rent cat traps from feed stores. If they want it to trap a wild animal, review the section under that specific species in this manual for further information.

If the caller had set a cat trap and now has a wild animal trapped, suggest that he or she just open the trap and let the animal go. It probably won’t attack and should run in the other direction.

If the caller has caught a skunk, slowly walk toward the trap, holding a blanket out front. Skunks don’t usually spray on inanimate objects but if they do, the spray should hit the blanket. When the caller is close enough, open the trap (keeping the blanket in front) and let the animal depart on its own.

Check-Up Calls

Quite often we will get calls from individuals who have brought in an animal and wonder how it is doing. Explain that you are conducting your phone shift away from Liberty Wildlife. You can also explain that we receive many animals each day and it is not always possible to track down what happens to a particular individual.

For example, when a small bird arrives in Orphan Care, it is immediately placed with others of its kind. These birds are too numerous (and often too small) to band so it is impossible to tell them apart.

If the caller is inquiring about a bird of prey or other large animal that would have come directly to Liberty Wildlife, you can try to find out what happened by checking with the Medical Services group. It helps if the caller knows the exact date the animal arrived and its species. This research can be very time consuming considering the number and variety of animals that arrive in any given period. It is easiest to try to get the caller to understand why this type of checking and follow-up isn’t normally done.

DONATIONS

Liberty Wildlife thrives on donations! If people call and wish to donate cash to Liberty, they can make their check payable to Liberty Wildlife and send it to P.O. Box 14345 Scottsdale, AZ 85267-4345.

If the caller wishes to donate material goods, check with Melissa Hughes (in the office) first to be sure the items can be used. If the caller can deliver the donated items, make arrangements for someone to meet them at the facility.

If they cannot deliver, locate a volunteer in the area to coordinate transportation of the items to Liberty Wildlife.

EDUCATION PROGRAMS

Liberty Wildlife has volunteers who provide educational program to schools or community events to promote understanding and respect for Arizona wildlife. These programs are held from September through May and utilize non-releasable wildlife, puppets, plays, hands-on displays and other activities.

A separate voice mailbox is set-up in the Hotline system to handle all inquiries on education programs. Please instruct the caller to call the main Hotline number (480-998-5550) and press 3 to enter the mailbox for Education.

Messages are retrieved from the Education mailbox several times a week.

LOST AND FOUND

You will often receive calls from individuals that have lost or found pet animals. Although Liberty does not take in domestic animals, a few of our volunteers conduct informal lost and found services for specific species. Their numbers are listed on the Frequently Called Number List along with Pet Line and other domestic pet services.

Please keep a separate log for Lost & Found Pets. No do mail this log in. Keep an on-going list to better serve the public. These calls are saved for 1 week.

MANUAL UPDATES

Hotline manual updates will be sent out as needed. As soon as you receive one, read it thoroughly. If you have any questions regarding the material, call your Hotline Day Coordinator immediately. Remove the old section of your manual, dispose of it and replace it with the new section. If you have any notes that you are transferring to the new lists, let your Day Coordinator know, you might have information that should be added to the next revision. **DO NOT KEEP OLD COPIES OF LISTS OR MANUALS.** If you feel that certain numbers or information should still be included in revised materials, contact your Coordinator and discuss it.

CONTACTING SOMEONE AT LIBERTY

If you need to try and get in touch with someone who is actually at Liberty, you can call the Birdroom. That number is: 480-348-2911.

If someone is there, they will pick up the phone. If no one answers, hang up, then leave the message on the person's home phone.

If it is an emergency, you can leave a message on the Office phone but do not rely on an answer since volunteers do not regularly check messages. The office number is 480-998-0230. **DO NOT GIVE OUT OFFICE PHONE NUMBER!**

If someone calls on the Hotline to reach a specific Liberty volunteer, call the person back to see if it is something you can handle. If they really do need to speak to that individual, get the person's name and number and tell them that you will *attempt* to leave a message for that individual. Then, erase the message. Do not save these messages.

Call the volunteer's home phone number and leave the caller's name and number if possible.

TOURS OF LIBERTY

Liberty Wildlife is not open to the public. We cannot give tours to people dropping off wildlife, friends or family due to insurance coverage. We hope to have another facility which will be open to the public one day.

Hope Tours for small groups and families can be arranged by appointment, call Peggy Cole at 480-998-5284 and she can call the interested person back.

VOLUNTEERS

You will often receive calls from people who wish to volunteer. Liberty Wildlife is always looking for good volunteers. Ask the caller to call back the main Hotline number and then press 2. This will route their call to the new volunteer mailbox. Messages are retrieved from this mailbox two or three times each week. All volunteers must be at least 18 years of age.

RESCUE AND TRANSPORT

Rescue and Transport List

Wildlife rescues are coordinated by the Hotline volunteers. **DO NOT GIVE OUT NAMES OR NUMBERS OF THE RESCUE & TRANSPORT VOLUNTEERS.**

Rescue and Transport volunteers are trained to rescue sick, injured or orphaned wildlife that require experienced handling, such as animals that could be dangerous for the public to attempt to capture.

Before you call a Rescue and Transport volunteer, determine that action is really necessary. Make sure that you are not initiating an unnecessary rescue.

Rescue and Transport volunteers are dispatched to bring in large migratory birds and birds-of-prey (i.e. hawks, owls, falcons, eagles, great blue herons, vultures, kestrels, pelicans, ravens, crows, and roadrunners); larger animals (i.e. raccoons, foxes, ringtail cats, coyotes, javelina, and bobcats); and dangerous injured reptiles (i.e. Gila monsters and rattlesnakes).

Do not dispatch Rescue & Transport volunteers for songbirds, doves, small avian species, rabbits, squirrels, or other animals that can easily be transported by the public.

Once you have determined that a Rescue and Transport volunteer must be dispatched, obtain the name, address and phone number of the caller and the exact location of the animal, including the major cross-streets for the address.

Ask the caller to contain the animal (if at all possible) so that it is still there when the volunteer arrives.

Some suggestions you might offer are listed below:

- Place a laundry basket over the animal and weight it with a rock or other heavy object.
- Close yard gates so the animal cannot leave the yard.
- Leave the animal alone, but watch closely from a distance so that the caller can report the animals movements to the volunteer when he or she arrives.
- Confirm that you are receiving current information on the animals locations and not working from a sighting from earlier in the day.
- Also confirm that the caller has not contacted another organization or group for the same rescue. This will save the rescue volunteer an unnecessary trip.

You are now ready to call a Rescue and Transport volunteer.

Calling the Rescue & Transport Volunteer

Begin by identifying the area of the rescue. Turn to that section of the Rescue and Transport list and select a volunteer to call.

You will not always get someone on the first try, but should continue to contact different volunteers until you reach someone that can commit to the rescue.

When calling a Rescue & Transport volunteer, immediately identify yourself as a Hotline volunteer for Liberty Wildlife. State the area of the rescue and ask if the person is available.

If the volunteer you have called states that he or she cannot help, do not take it personally, just call someone else. *Do not get angry or become abrupt* – maybe that volunteer will be the one who will help you with your next rescue. Please understand that it would be impossible to communicate the changing schedules of all of the Rescue & Transport volunteers.

When dispatching a Rescue & Transport volunteer, you must make all contacts personally. Although it is helpful to leave a message, do not rely on a message to close a call.

If you reach someone's answering machine, leave the date and time that you called, the location of the rescue, the species involved, and your home phone number. **Ask the volunteer to call you back if they get the message within the next 45 minutes.** Do not wait for the message to be returned. **CONTINUE TO CALL OTHER VOLUNTEERS FROM THE LIST.**

When you have successfully located a rescue volunteer, discuss the details of the call. State that the animal needs to be brought into Liberty Wildlife. Give the rescue volunteer the name and number of the caller and as much information as you have concerning the situation.

Between the two of you, determine how the communication will take place with the caller. For example, let's say that the rescue volunteer will be available in 30 minutes. You could immediately contact the caller and let them know that a rescue volunteer has been dispatched and will be on his or her way in about 30 minutes. When the rescue volunteer is ready to depart on the call, he or she can contact the caller one last time to ensure the situation has not changed.

By communicating with the rescue volunteer, you will make sure that the caller receives the necessary reassurances that help is on the way. Be sure to leave your name & phone number with the rescue volunteer in case there is a problem.

Finally, to close the call, note the first and last name and the phone number of the rescue volunteer in your log.

SUGGESTED READING

A good field guide is a must! Be sure that the one you pick is easy for you to understand. Avian guides should have photos or drawings of the adult birds in addition to their descriptions and, if possible, notes on immature plumages. The mammal and reptile guides are usually not as comprehensive so be sure to select one that targets the western U.S. or North America rather than the entire world. Having more than one guide can aid in making a positive identification as cross-referencing is helpful when two or more species have similar characteristics.

The following are just a few of the many types of guides available:

- Peterson's Guide to Western Birds
- Audubon's Guide to Western Birds
- National Geographic Western Birds
- Golden Book Guide to Western Birds
- Peterson's Guide to Mammals
- Peterson's Guide to Reptiles and Amphibians
- Stokes Guide to Western Birds

There are also many good general information books on avian species, such as Audubon's Encyclopedia of Birds and the Birder's Handbook. You can also visit the nature, wildlife or animal section of a large bookstore where every topic imaginable can be found!

In addition, there are publications that are useful and interesting. *Arizona Wildlife Views*, an Arizona Game and Fish magazine, often gives in-depth descriptions of Arizona's wildlife and habitats.

Other magazines, such as *Living Bird Quarterly*, *Wildlife Rehabilitator*, *Audubon Magazine*, or the *Sierra Club Magazine* might be interesting, too.

WEBSITE:

See www.Libertywildlife.org

Wildlife Identification

Fortunately, you do not always *have* to identify an animal. Sometimes you can tell quickly if you are close enough to make a decision on how to handle the call.

Two people, standing together, looking at the same animal, can describe it differently, using different colors! This is also an extremely difficult process to do over the phone. However, if you do have to identify one of the small songbird or insect-eating species, the chart on the following pages may help.

This chart is divided into two different types of birds: yellow-to-orange mouth birds and pink-to-red mouth birds.

This color definition is referring to the color on the *inside* of the mouth – not the color on the outside edges (gape flanges) of the beak.

Once you determine the inside mouth color, you can receive additional clues on the species by noting the size or color of the down, gape flanges, legs, or other characteristics.

Guide to Identification of Natchling & Nestling Songbirds						
Pink to Red Mouth Birds						
<i>Species</i>	<i>Mouth Color</i>	<i>Gape Flanges</i>	<i>Beak Contour</i>	<i>Down</i>	<i>Legs / Feet</i>	<i>Feathers</i>
House Sparrow	pink	med yellow, prominent	short, cone-shaped	none	short, chunky	smooth, gray-white chest
Rufous-sided Towhee	pink	pale yellow	conical and pointed	dark gray	long legs, big feet	dark back, white spots on wing/tail
California Towhee	pink to red	pale yellow not prominent	conical and pointed	long, brown-gray on head, back, & wings	long legs, big feet	brown
Brown-headed Cowbird	deep pink	white to cream not prominent	heavy to a point narrower than a Towhee's	long, snow white	long legs, big feet	breast yellowish when coming in
Northern Oriole	deep pink	pale yellow	long, pointed narrow	long, white lt gray on bk 2 rows on head	long, slate gray legs	yellow breast, gray bk, white wing bars
Lesser Goldfinch	red	pale yellow	similar to Finch	grayish	short, pink, stubby	green to rusky back yellow abdomen
Red-winged Blackbird	red	yellow	long, pointed	coast, white on	long, slate	

Guide to Identificatgion of Natchling & Nestling Songbirds						
Yellow to Orange Mouth Birds						
<i>Species</i>	<i>Mouth Color</i>	<i>Gape Flanges</i>	<i>Beak Contour</i>	<i>Down</i>	<i>Legs / Feet</i>	<i>Feathers</i>
Starling	bright yellow	bright yellow, very prominent lower larger than upper	very wide	grayish-white long & plentiful on head, back and wings	long legs	gray-black
Mockingbird	yellow	yellow	wide	dark gray, plentiful	long legs	gray & white striped wings and tail
Robin	yellow to yellow-orange	pale yellow	wide	sparse, cream on head, back & legs	long legs	rust-tipped speckly chest
Black Phoebe	bright yellow-orange	bright yellow	wide, flat tapering to a point	gray & sparse	long, thin legs	brown-tipped black feathers
Pacific Slope Flycatcher	bright yellow-orange	yellow	flat, wide, pointy tip arrowhead look	white, on head, back & wings in "star" cluster	long, thin delicate, dark blue-gray	buff abdomen, buff & white striped wings
Cliff Swallow	orange-yellow	flesh	very wide, flat pointy beak	light gray head & back	short legs, sm chubby feet	nestlings light tan on back by tail
Violet-Green Swallow	orange-yellow	cream	very wide, pointy beak	cream on head, shoulders & back	short legs	white eyebrows
Calif Thrasher	orange-yellow	cream	curves down as nestling grows	dark gray on head back, wings, thighs plentiful	long legs	medium gray

	Identification of Baby Birds					
	Altricial with Pink/Red Mouths					
	<i>House</i>	<i>House</i>		<i>Red-winged</i>	<i>Road-</i>	<i>Great-tailed</i>
<i>List</i>	<i>Sparrow</i>	<i>Finch</i>	<i>Verdin</i>	<i>Blackbird</i>	<i>runner</i>	<i>Grackle</i>
Mouth	Pink	Red	Red	Red	Bright Red	Red
Gape Flanges	Yellow	White to yellow	Yellow	Yellow	Pink	Thin & cream
Beak	Short cone	Small cone	Short, delicate	Long, pointed	Dar, wide, pointed	Lark, dark, slightly curved
Down & Skin	Naked, pink skin	White, long down, pink skin	Nakes; light pink skin	White on back legs & wings	Sparse, coarse white down; black skin	Gray down; pink skin
Legs/Feet	Short, pink,	Short, gray	Long, delicate	Long legs	Lond dark gray	Long, dark legs

	Identification of Baby Birds					
	Altricial with Yellow/Orange Mouths					
					<i>Curved- billed</i>	
	<i>Cliff Swallow</i>	<i>Cactus Wren</i>	<i>Horned Lark</i>	<i>Mocking- bird</i>	<i>Thrasher</i>	
<i>List</i>						<i>Starling</i>
<i>Mouth</i>	Yellow	Dark orange	Orange	Bright yellow	Yellow	Yellow
<i>Gape Flanges</i>	Flesh	Yellow	Yellow	Bright yellow	Yellow	Bright yellow
<i>Beak</i>	Wide, flat	Yellow, long,	Short cone	Very side	Pointy beak	Very wide
	pointy beak	slightly curved		beak	Curve not	funnel; lower
		pointed beak			evident in	mandible
					young	larger than
						upper
<i>Down & Skin</i>	Light gray	Sparse, white	Long gray	Pale to dark	Gray & white	Long, gray
	down, gray	down	down, brown	gray down;	down	white down;
	skin		skin	pink skin		pink skin
<i>Legs & Feet</i>	Short legs,	Long, delicate	Short stocky	Long, gray	Long, dark	Long gray legs
	small feet	legs	legs & feet	legs	gray legs	
<i>Feathers</i>	Light tan	Brown	Brown	Gray & white	Brown	Gray-black
		speckled	speckled	stiped wings		
				& tail; speckled		
				chest		
<i>Special Features</i>	Imprints	Arizona State	Three dark	Imprints easy;	Bill curves as	Imprints easy;
	easily;	Bird!	spots on	prone to	fledgling	stretches neck
	long wings		tongue	calicum de-		very long &
	extend be-			ficiency		high to be fed

COMMON CALLS TO THE LIBERTY WILDLIFE HOTLINE

1. I have a fox living under my trailer, It may have babies. I want them removed immediately!
2. A bird flew into my arcadia window and knocked himself out. He's just been lying there for 10 minutes not moving. I'm afraid to touch it, it might be dead.
3. We have a bird that can't fly – it must be sick or hurt. It can only hop and flutter its wings. It looks like an adult bird. It has all of its feathers.
4. We found 2 baby birds, their eyes aren't open and we can't find the nest they came from. Can someone come by to pick it up?
5. The wind blew a nest out of the tree. It's partly broken apart, but it looks like most of it is there. There are 2 babies (or eggs) still in it. What can we do?
6. Woodpeckers are eating my house. I want them captured and relocated elsewhere. I'm on a fixed income and I can't afford the damage they're doing. If they aren't stopped, I'm going to have to shoot them!

7. I found an injured hawk out in the desert. He seems to have a broken wing. He was very easy to catch, I just walked right up to him and picked him up and put him in a box. Can someone come get him soon?
8. There is a pelican at the Biltmore shopping center. He seems to be hurt because he's not flying to get away from the people. He's in the fountain in the center of the mall.
9. There is something living in my attic. I can hear noises like little footsteps all night long. I'm afraid to go up there and see what it is. It sounds like more than one critter, maybe a family?
10. I found a little bird on the ground. Its eyes are just opened and it doesn't have many real feathers. I think I can see the nest about 15 feet up in the tree, but I have already touched the little guy so what should I do?
11. I'd like to volunteer with Liberty Wildlife. How do I go about it?
12. I've got a bird in my chimney. I can hear it trying to get out, but it seems stuck.

13. I'd like to speak with Megan Mosby right now. Put her on the phone please.
14. I think I've got an abandoned nest in my front tree. Can someone come and rescue the poor little babies? I hear them crying for food and its quite upsetting.
15. "... Yes, I'll be happy to bring the bird into Liberty Wildlife. Can you give me the address?
16. What's the best way to carry an injured bird safely?
17. It is 2:30 on Sunday afternoon. The caller has agreed to drop the bird off. Which facility is the correct one?
18. I have some elk steaks frozen from last fall's hunt I'd like to donate to your cause. I shot the big one 3 times before he went down. Do you want them?
19. I have about 20 pounds of frozen catfish that I caught over the last few months fishing trips. Could Liberty Wildlife use them?

20. I have an abandoned nest with 2 little hummingbirds in it. They have most of their feathers but I haven't seen the mother bird for 2 days now. Should I try to feed them sugar water? How do I do it?
21. A caller wants to donate 10 bird cages from his out-of-business pet shop for a tax credit. What will you tell him? He also has 50# of dry dog food. Do we want that also?
22. I lost my 6 foot Iguana in the vicinity of Hayden and Via de Ventura. My name is Jane Smith and my phone number is 555-5555. There is a reward for finding him. His name is Jake.
23. There's a raccoon with 3 babies dened in an irrigation ditch. The babies are just beginning to poke their heads out. It's along the side of a busy street. I'm afraid they'll be hit by a car. Can someone come out and capture them and relocate them somewhere safer?
24. My cat brought me a little baby bird. It doesn't appear to be injured – no puncture wounds or bleeding. My cat hasn't got any claws. If I put it back out there, my cat may just catch it again.

Appendix 1.

Hotline Protocol for Calls about Dead Raptors:

First: Is the bird at the base of a power pole or hanging from a power line?

Yes, then please direct the homeowner to call their local utility company. Then tell them to leave the bird and the utility will deal with it.

SRP – 602-236-BIRD (2473)

APS- 800-253-9405 (or 602-371-7171 for local Phoenix calls)

No, then tell the homeowner that we are not salvaging birds and they can either bury the carcass or place it in a trash bag and dispose of it in the trash. Under no circumstance should they take it into their home, take it to the taxidermist or take feathers or parts from it. Once they take possession they are in violation of the federal Migratory Bird Treaty Act. If they do not want to do either then they can just leave it.

There is no real health risk for leaving a bird on the ground, whether in a yard or on a trail.

If you get a call from a homeowner stating that AZ Game and Fish told them we would send someone to retrieve a dead carcass:

Call the homeowner, explain to them that the information they heard from Game and Fish is incorrect. Then direct them to dispose of the bird according to the "NO" directions above.