

Volunteer Handbook



Liberty Wildlife is an equal opportunity employer in compliance with the Civil Rights Act of 1964 and The Age Discrimination in Employment Act of 1967.

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Emergency Contacts

| | |
|---------------|------------------------------------|
| Jan Miller | H: 480-990-7637 C: 480-620-1551 |
| Megan Mosby | H: 602-840-5936 C: 602-390-1920 |
| Terry Stevens | C: 602-317-9320 |
| Kurt Licence | C: 602-214-7923 |
| Kathy Orr | H: 480-483-7402 |
| Carol Suits | C: 480-296-3940 |

Mission Statement

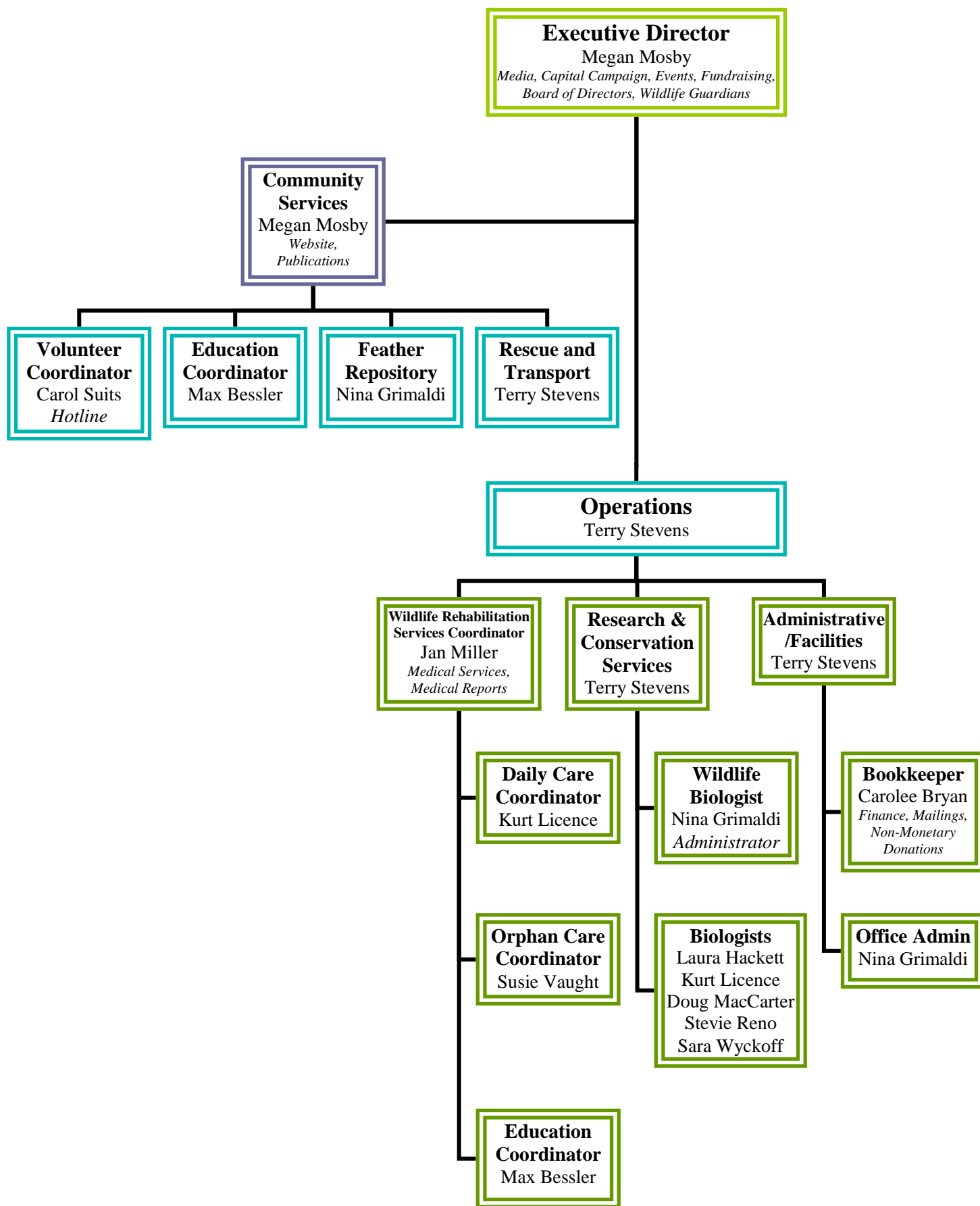
Liberty Wildlife is committed to nurturing the nature of Arizona by providing quality wildlife rehabilitation, environmental education, and conservation for the community.

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 sees itself as a resource for this vision. Located at a planned new facility, we will be open to the public, reaching a greater number of people through outreach and on-site experiences. This increased visibility will also allow us to provide increased medical services, aiding a greater number of animals.

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.



Code of Ethics

We exist to make the world a better place and are beholden to society including the wildlife that cannot speak for itself. It is the intention of the staff and volunteers that each person will act with the greatest of ethical principles.

- Ethics is a set of standards of conduct that guide decisions and actions based on beliefs derived from core values.
- Ethical behavior is an unwritten part of our mission. Ethical behavior and conduct nurtures trust. We believe this is necessary for our long-term survival and success. For us to survive, society must trust our ethics.
- Liberty Wildlife is a non-profit organization that belongs to everyone including the wildlife that we are entrusted to care for. Because of this, we are held to a higher standard.

We assume that you have ethical values, and we ask you to use them in all of your decisions regarding issues at and about Liberty Wildlife.

Please observe our “*Ten On - Job Commandments*”

Ten On-Job Commandments to Help Build Team Unity

1. **BE RESPECTFUL**: Respect people's property, ideas and time. When you treat others with respect, they are more inclined to return the favor.
2. **FOLLOW THROUGH**: If you promise to do something, do it. You are only as good as your word. There will always be a place in this world for someone who says, "I'll take care of it" and then does it.
3. **THINK BEFORE YOU SPEAK**: Do not say whatever is on your mind unless you want mindless thoughts to come back to haunt you. How you say something is as important as what you say.
4. **HELP OUT**: So what if it isn't in your job description. If you can be useful, jump at it. People remember who helped them out in their time of need.
5. **LEARN SOMETHING NEW EVERYDAY**: It may be a new factoid, a new method, or a new person's name.
6. **PAY ATTENTION**: Find out what is happening at the facility and not in terms of gossip, but rather are there new procedures, new animals, new ideas, new programs? Always keep your antennae up.
7. **IGNORE PETTINESS**: Rise above it or you will be dragged down with it. There is always someone who will make a mountain out of a molehill. Do not let it be you.
8. **BE PATIENT**: This does not mean tolerating incompetence, but what will you gain by losing your cool?
9. **HAVE A GOOD ATTITUDE**: Be encouraging and be cheerful. Bad attitudes are contagious and the good news is that good attitudes are too.
10. **ALWAYS DO YOUR BEST**: No one can ask you to do more.

Grievance Procedures

If you feel like you have been treated unfairly, have issues with other staff or volunteers, or in some way are not being heard, please use the following procedure to air your grievance.

Step One: Speak to your direct supervisor.

| | |
|------------------------------|------------------------|
| ▪ Daily Care Volunteer | Team Leader |
| ▪ Orphan Care | OC Coordinator |
| ▪ Medical Services | Team Leader |
| ▪ Education | Education Coordinator |
| ▪ Rescue and Transport | Operations Director |
| ▪ Hotline | Volunteer Coordinator |
| ▪ Communication | Volunteer Coordinator |
| ▪ Facility Maintenance | Operations Director |
| ▪ Donation Procurement | Volunteer Coordinator |
| ▪ Medical Records Data Entry | Volunteer Coordinator |
| ▪ Office Assistant | Volunteer Coordinator |
| ▪ Research & Conservation | Lead Biologist |
| ▪ Wildlife Guardians | President of Guardians |

Step Two: Communicate with the following people by asking for a direct interview. All complaints at this level will be directed to the Operations Director. If the Operations Director had already been contacted with no satisfaction, the complaint goes to the Executive Director.

| | |
|------------------------------|-------------------------|
| ▪ Daily Care Volunteer | Daily Care Coordinator |
| ▪ Orphan Care | Animal Care Coordinator |
| ▪ Medical Services | Operations Director |
| ▪ Education | Executive Director |
| ▪ Rescue and Transport | Operations Director |
| ▪ Hotline | Operations Director |
| ▪ Communications | Executive Director |
| ▪ Facility Maintenance | Operations Director |
| ▪ Donation Procurement | Operations Director |
| ▪ Medical Records Data Entry | Operations Director |
| ▪ Office Assistant | Operations Director |
| ▪ Research and Conservation | Operations Director |
| ▪ Wildlife Guardians | Executive Director |

Step Three: Submit a written complaint to Grievance Committee, which is made up of representatives from the staff, volunteers, a member of the Board of Directors, and the Executive Director. Their decision will be final.

Complaints concerning the Executive Director should be addressed with the Chairman or the Vice-Chairman of the Board of Directors.

Sexual Harassment

Sexual Harassment is defined as any unwelcome sexual advance or request for sexual favors, or any conduct of a sexual nature when an employer makes submission to sexual advances a condition of employment, or when submission or rejection is used as a basis of working conditions including promotion, salary adjustment, assignment of work, or termination, or has the effect of interfering with an individual's work or creating a hostile or intimidating work environment.

Sexual Harassment will not be tolerated at Liberty Wildlife. If you feel that you have been subjected to sexual harassment as defined above, please follow the grievance procedure found on page 7 of this handbook.

Whistleblower Policy

Liberty Wildlife is committed to maintaining a workplace where employees and volunteers are free to raise good faith concerns regarding the business practices of Liberty Wildlife specifically reporting suspected violations of the law and regulations, providing truthful information in connection with legal inquiries, and potential violations of Liberty Wildlife policies.

The employee/volunteer can report concerns by contacting the Executive Director, Operations Director, or the Chairman of the Board of Directors directly. This can be done by way of letter, e-mail, telephone call or drop box at the facility, provided for this purpose.

Liberty Wildlife prohibits any form of retaliation including harassment, intimidation, or adverse employment actions, any employee who engages in retaliation will be subject to discipline up to and including termination. The purpose is to provide a mechanism for employees to raise good faith concerns regarding suspected violations.

Disaster Policy

Liberty Wildlife is currently working on creating a Disaster Plan to serve our facility and its inhabitants. Once the plan has been made, we will distribute a Disaster Plan Handbook. At this time, we ask that you follow all the safety procedures that are currently in place to protect you and our wildlife.

Rules for Private Tours

The Following rules are in place in order to ensure the safety and comfort of the animals and of our human guests. Please adhere to these procedures so that we may continue to provide tours at Liberty Wildlife.

- All tours must be conducted with a LW staff member, or member of the education team. To schedule a tour, please contact Max Bessler at maxb@libertywildlife.org.
- Education tours will be limited to the main walkway area of the Education area and Medical Services area. Visitors will not be allowed in the Rehabilitation area, or the flighted bird area located beyond the fences separating Dr. Orr's yard from the facility. Visitors will never be allowed in a mew or enclosure.
- Parties larger than 10 should have additional volunteers or staff members assisting in the tour.
- An adult must accompany all groups of minors, with an ideal ratio of three (3) minors to one (1) adult.
- LW Release Form must be completed and signed by all adult tour members with minors listed with the accompanying adult.
- Use footbath by Education entry gate when entering and exiting the property.
- In keeping with our permit requirements photographs may be taken of any animal that an authorized handler may have out in the main walkways, in front of the building, or at the eagle feeding station, but **no photographs are allowed of the birds in their mews**. Any photographs taken on property cannot be published, sold, reproduced, transferred, distributed, or otherwise commercially exploited in any manner whatsoever without written consent by LW. Videography is strictly prohibited. Social media usage is discouraged at all times.
- While walking past or standing in front of mews, stand back at least 18 inches from the enclosure.

- **Do not** walk up behind any handler holding a bird; always approach from the front.
- **Never** attempt to touch an animal.
- If you meet a handler walking with a bird, step to the side, away from the bird, and allow them to pass.
- Federal law prohibits the possession of feathers from any native or migratory non-game species. Please do not pick up any feathers while on tour. If found in your possession, you could be subject to prosecution and fines.
- No feeding or petting of the llamas is permitted.

Failure to follow these guidelines may result in the ending of the tour.

Migratory Bird Treaty Act

Following close on the heels of the Lacey Act and the Weeks-McLean Law, the framers of the Migratory Bird Treaty Act were determined to put an end to the commercial trade in birds and their feathers that, by the early years of the 20th century, had wreaked havoc on the populations of many native bird species.

The Migratory Bird Treaty Act decreed that all migratory birds and their parts (including eggs, nests, and feathers) were fully protected.

The Migratory Bird Treaty Act is the domestic law that affirms, or implements, the United States' commitment to four international conventions (with Canada, Japan, Mexico, and Russia) for the protection of a shared migratory bird resource. Each of the conventions protect selected species of birds that are common to both countries (i.e., they occur in both countries at some point during their annual life cycle).

Retrieved from: <http://www.fws.gov/migratorybirds/RegulationsPolicies/treatlaw.html>

Migratory Bird Treaty Act of 1918

(16 U.S.C. 703-712; Ch. 128; July 13, 1918; 40 Stat. 755) as amended by: Chapter 634; June 20, 1936; 49 Stat. 1556; P.L. 86-732; September 8, 1960; 74 Stat. 866; P.L. 90-578; October 17, 1968; 82 Stat. 1118; P.L. 91-135; December 5, 1969; 83 Stat. 282; P.L. 93-300; June 1, 1974; 88 Stat. 190; P.L. 95-616; November 8, 1978; 92 Stat. 3111; P.L. 99-645; November 10, 1986; 100 Stat. 3590 and P.L. 105-312; October 30, 1998; 112 Stat. 2956

The original 1918 statute implemented the 1916 Convention between the U.S. and Great Britain (for Canada) for the protection of migratory birds. Later amendments implemented treaties between the U.S. and Mexico, the U.S. and Japan, and the U.S. and the Soviet Union (now Russia).

Specific provisions in the statute include:

- Establishment of a Federal prohibition, unless permitted by regulations, to "pursue, hunt, take, capture, kill, attempt to take, capture or kill, possess, offer for sale, sell, offer to purchase, purchase, deliver for shipment, ship, cause to be shipped, deliver for transportation, transport, cause to be transported, carry, or cause to be carried by any means whatever, receive for shipment, transportation or carriage, or export, at any time, or in any manner, any migratory bird, included in the terms of this Convention . . . for the protection of migratory birds . . . or any part, nest, or egg of any such bird." (16 U.S.C. 703)

This prohibition applies to birds included in the respective international conventions between the U.S. and Great Britain, the U.S. and Mexico, the U.S. and Japan, and the U.S. and the Russia.

- Authority for the Secretary of the Interior to determine, periodically, when, consistent with the Conventions, "hunting, taking, capture, killing, possession, sale, purchase, shipment, transportation, carriage, or export of any . . . bird, or any part, nest or egg" could be undertaken and to adopt regulations for this purpose. These determinations are to be made based on "due regard to the zones of temperature and to the distribution, abundance, economic value, breeding habits, and times of migratory flight." (16 U.S.C. 704)
- A decree that domestic interstate and international transportation of migratory birds which are taken in violation of this law is unlawful, as well as importation of any migratory birds which are taken in violation of Canadian laws. (16 U.S.C. 705)
- Authority for Interior officials to enforce the provisions of this law, including seizure of birds illegally taken which can be forfeited to the U.S. and disposed of as directed by the courts. (16 U.S.C. 706)
- Establishment of fines for violation of this law, including misdemeanor charges. (16 U.S.C. 707)
- Authority for States to enact and implement laws or regulations to allow for greater protection of migratory birds, provided that such laws are consistent with the respective

Conventions and that open seasons do not extend beyond those established at the national level. (16 U.S.C. 708)

- A repeal of all laws inconsistent with the provisions of this Act. (16 U.S.C. 710)
- Authority for the continued breeding and sale of migratory game birds on farms and preserves for the purpose of increasing the food supply. (16 U.S.C. 711)

The 1936 statute implemented the Convention between the U.S. and Mexico for the Protection of Migratory Birds and Game Mammals. Migratory bird import and export restrictions between Mexico and the U.S. were also authorized, and in issuing any regulations to implement this section, the Secretary of Agriculture was required to consider U.S. laws forbidding importation of certain mammals injurious to agricultural and horticultural interests. Monies for the Secretary of Agriculture to implement these provisions were also authorized.

The 1960 statute (P.L. 86-732) amended the MBTA by altering earlier penalty provisions. The new provisions stipulated that violations of this Act would constitute a misdemeanor and conviction would result in a fine of not more than \$500 or imprisonment of not more than six months. Activities aimed at selling migratory birds in violation of this law would be subject to fine of not more than \$2000 and imprisonment could not exceed two years. Guilty offenses would constitute a felony. Equipment used for sale purchases was authorized to be seized and held, by the Secretary of the Interior, pending prosecution, and, upon conviction, be treated as a penalty.

Section 10 of the 1969 amendments to the Lacey Act (P.L. 91-135) repealed the provisions of the MBTA prohibiting the shipment of wild game mammals or parts to and from the U.S. or Mexico unless permitted by the Secretary of the Interior. The definition of "wildlife" under these amendments does not include migratory birds, however, which are protected under the MBTA.

The 1974 statute (P.L. 93-300) amended the MBTA to include the provisions of the 1972 Convention between the U.S. and Japan for the Protection of Migratory Birds and Birds in Danger of Extinction. This law also amended the title of the MBTA to read: "An Act to give effect to the conventions between the U.S. and other nations for the protection of migratory birds, birds in danger of extinction, game mammals, and their environment."

Section 3(h) of the Fish and Wildlife Improvement Act of 1978 (P.L. 95-616) amended the MBTA to authorize forfeiture to the U.S. of birds and their parts illegally taken, for disposal by the Secretary of the Interior as he deems appropriate. These amendments also authorized the Secretary to issue regulations to permit Alaskan natives to take migratory birds for their subsistence needs during established seasons. The Secretary was required to consider the related migratory bird conventions with Great Britain, Mexico, Japan, and the Soviet Union in establishing these regulations and to establish seasons to provide for the preservation and maintenance of migratory bird stocks.

Public Law 95-616 also ratified a treaty with the Soviet Union specifying that both nations will take measures to protect identified ecosystems of special importance to migratory birds against pollution, detrimental alterations, and other environmental degradations. (See entry for the Convention Between the United States of America and the Union of Soviet Socialist Republics

Concerning the Conservation of Migratory Birds and Their Environment; T.I.A.S. 9073; signed on November 19, 1976, and approved by the Senate on July 12, 1978; 92 Stat. 3110.)

Public Law 99-645, the 1986 Emergency Wetlands Resources Act, amended the Act to require that felony violations under the MBTA must be "knowingly" committed.

P.L. 105-312, Migratory Bird Treaty Reform Act of 1998, amended the law to make it unlawful to take migratory game birds by the aid of bait if the person knows or reasonably should know that the area is baited. This provision eliminates the "strict liability" standard that was used to enforce Federal baiting regulations and replaces it with a "know or should have known" standard. These amendments also make it unlawful to place or direct the placement of bait on or adjacent to an area for the purpose of taking or attempting to take migratory game birds, and makes these violations punishable under title 18 United States Code, (with fines up to \$100,000 for individuals and \$200,000 for organizations), imprisonment for not more than 1 year, or both. The new amendments require the Secretary of Interior to submit to the Senate Committee on Environment and Public Works and the House Committee on Resources a report analyzing the effect of these amendments and the practice of baiting on migratory bird conservation and law enforcement. The report to Congress is due no later than five years after enactment of the new law.

P.L. 105-312 also amends the law to allow the fine for misdemeanor convictions under the Migratory Bird Treaty Act to be up to \$15,000 rather than \$5000.

Retrieved from: <http://www.fws.gov/laws/lawsdigest/migtrea.html>

General Safety Rules

Be sure to read the complete section on safety rules. Your safety and the safety of the animals are of utmost importance. A few things stand out as reminders:

- ◆ Always wear appropriate gloves and proper attire.
- ◆ Follow all instructions related to a specific animal.
- ◆ Use goggles in cages with herons or free lofted birds.
- ◆ Do not stare at an animal that is looking at you, but know where the animal is in the enclosure at all times. Do not turn your back on the animal.
- ◆ Do not put your face, hands, or food up close to the cages or enclosures.
- ◆ Wear a facemask when cleaning cages with large amounts of feces on perches, ledges, etc.
- ◆ Only attempt to move animals that you have been trained to handle.
- ◆ Wash hands frequently.
- ◆ Use a stepladder when reaching for or placing things out of normal reach.
- ◆ If injured in any way, report to Animal Care Coordinator and see your doctor.
- ◆ Fill out an incident report related to any injury.

Personal Safety and Health

Your first concern while volunteering at Liberty Wildlife should be for your own personal safety. Do not attempt any action unless you are completely comfortable with the procedure and have been thoroughly trained.

Always take measures to protect your health.

Tetanus Vaccination

Make sure you are protected by a current tetanus vaccination. Contact your personal physician or local health care facility to determine if you are up-to-date. You must have a current tetanus vaccination to volunteer at the Liberty Wildlife facility.

Gloves

Whether you are handling an animal or simply cleaning up after one, gloves are a necessity. Always wear protective gloves when working with animals, their body fluids, or their enclosures.

- Latex gloves should be worn when cleaning cages and preparing food. Use them. They are a great first line of defense. These gloves will also protect other animals from conditions that might be contagious. Vinyl gloves are available for individuals with latex allergies.
- Small, leather work gloves come in handy when dealing with smaller raptors and medium-sized waterfowl.
- Heavy-duty leather gloves are also available. They are at least mid-forearm length and have as few seams as possible. You want the fit to be loose—the idea here is "function over fashion." A tight-fitting pair of gloves can easily be pierced by a talon or tooth. These large leather gloves work well for medium-to-large raptors, such as red-tailed hawks, Harris' hawks, and great horned owls.
- A third type of gloves is made especially for handling larger animals. Similar to the large leather gloves, these are even longer—extending almost to the shoulder—and have a thicker lining. If you are faced with ferruginous hawks or eagles, you will be better protected. Even with the thick lining in these gloves it is a good idea to double-glove your palm with a small pair of leather work gloves.

- As a special note, gloves used for wildlife rehabilitation or rescue are dedicated to this purpose and should not be used in situations involving educational wildlife or with your domestic or exotic pets.

Eye Protection

Eye protection is extremely important. Safety glasses or goggles are a must when dealing with animals with sharp beaks or talons. Some waterfowl, such as herons, have long, pointed beaks that they use to stab prey or possible predators with deadly accuracy. The sharp talons on raptors can be a risk, too. Do not take a chance with unprotected eyes. Safety glasses and goggles will fit over normal eyeglasses.

Foot Wear

Wear closed-toed shoes when working in the outdoor enclosures.

Masks

Wear an appropriate mask if you have a respiratory condition or are sensitive to respiratory problems. This is particularly important when cleaning or when working with wildlife with contagious respiratory conditions or unknown conditions such as necropsy procedures.

Protective Clothing

You would not go hiking in the desert without sturdy boots, comfortable clothing, and protection from the sun, would you? The same principal applies here! Clothing is important. Wear long pants to protect your legs. Protect your arms and torso, too. Also, it's a good idea to keep an old shirt or coverall in your vehicle to protect your clothing if you take on an unusually dirty project.

Rabies Pre-exposure Vaccine

A current rabies pre-exposure vaccine and the necessary training on mammal handling and restraint are required to work with most mammals. There are no exceptions.

Some important safety points are listed below:

- Do not eat or have open beverages in animal areas
- Wash your hands regularly!
- Do not put markers, pencils, pens, or other objects in your mouth
- Thoroughly clean all work surfaces after medical procedures
- Thoroughly clean all work surfaces at the end of each shift

Lindsey Wildlife Museum

Excerpt from

Basic Health and Safety for Wildlife Rehabilitators

Susan Heckly, 1999

Your health and safety should be your first priority when you are working with wildlife whether you rehabilitate at home or in a center. For many rehabilitators, thinking of yourself first is very difficult. Taking the steps needed to protect yourself from injury or illness is not selfish, but rather it is the best way to make sure you are able to continue to rehabilitate wildlife. Health and safety for wildlife rehabilitators are of utmost importance. This cannot be stressed too much.

There are two main areas of concern: injury prevention and infection control.

Safety

The animals we work with can be dangerous. Aside from the obviously dangerous large mammals and raptors, there are many less obvious threats from many other species. Protective gear such as leather gloves, goggles, and/or latex gloves are required for handling some animals and their bedding to prevent injury to yourself or the possibility of disease or parasite spread. Think about how an animal makes its living: is it a raptor that grasps and kills its prey? Is it a squirrel that can gnaw through walnut shells? Is it a great blue heron that spears fish with its bill? You should select protective gear based on what kind of damage an animal could do.

Gloves

Injuries seem to happen more often to the fingers, hands and arms than any other part of the body. Gloves act as a second layer of skin protecting hands from chemicals, biological agents, abrasions, lacerations and punctures. Latex or nitrile gloves can protect against microbial contamination and against some chemicals. Leather gloves can protect against scratches and some bites. Sometimes, however, gloves can give you a false sense of security. For instance, many species of squirrel can bite through the leather gloves right into your finger and great horned owls have been known to puncture leather-welding gloves with ease. You will need to balance the need for heavy protective gloves with the need for good manual dexterity. Gloves that are sized correctly for your hand will give you more dexterity than gloves that are several sizes too large. There are specialty gloves: eagle gloves with long gauntlets and more protection, Kevlar gloves that will prevent punctures from mammals.

Goggles

Eyes are a very vulnerable part of your body. You should wear goggles when working with birds with relatively long, pointed bills such as many sea - and shorebirds. Some species such as herons and egrets also have long necks making very real the possibility that a bird could reach your face with its bill even when its body is at a distance. Other times that goggles or other protective eyewear should be worn include when going into an aviary or pen with free-flying birds and when there is a danger that something might be splashed in your face.

Masks

Contaminants and infectious agents such as *Chlamydia psittacii* and feather dander easily become airborne because of the particle size, activity of the animal, and cleaning methods. When inhaled, these can cause infection or lung damage. Masks (more properly called respirators) designed to prevent inhalation of particles should be worn especially when working with birds or their feces. If you are working in an area without heavy dust, any respirator rated for dust or mist should be adequate protection. Surgical masks were developed to prevent the exhalation of particles but their efficacy in preventing inhalation of particles is low and should not be used for protection of your lungs. Make sure the mask you are wearing fits correctly; follow the instructions on the package.

Aprons

Aprons, smocks or other protective clothing can protect your clothes and make it easier to change should you become contaminated with fecal material, blood or other contaminants. You can prevent the spread of disease from animal to animal by changing your protective clothing after working with ill animals.

Scents

When working with mammals, it may be advisable to use only unscented personal care products. There are anecdotal stories of pet mammals reacting badly to certain perfumes. Some perfumes are formulated to smell like musk or other animal products and these scents may trigger a reaction in some mammals.

Clothing/hair

Loose or frayed clothing, dangling ties and scarves, earrings or other loose jewelry, and rings may get tangled in a cage or snagged by an animal. Long hair should be tied back or otherwise controlled for the same reason. Wearing long pants, long sleeves and closed-toed shoes will protect your arms, legs and feet from possible scratches and some bites if you lose control of an animal during handling. Steel-toed shoes may be advisable when moving equipment or cages.

Vaccinations

Everyone working with animals should have a current tetanus shot. Tetanus can result from any scratch, puncture or bite wound that breaks the skin, whether the injury was from an animal or its cage. If working with rabies vector species, you should also have the rabies pre-exposure vaccine.

HYGIENE IS IMPORTANT

The simplest precaution you can take is to wash your hands. Even if you take no other precautions to protect yourself, appropriate hand washing will protect you from a myriad of diseases and will prevent the spread of many diseases and parasites from one patient to another.

When to wash

When should you wash your hands? A basic rule of thumb is that when working with wildlife, you cannot wash you hands too often. The following are some instances when you should wash your hands:

Before and after handling any animal
After cleaning a cage
After handling dirty laundry
Before and after feeding baby animals
Before preparing food for an animal
Before eating or drinking anything
Before and after using the rest room
Before going home

What to use

What soap to use should be based on the degree and type of contamination as well as how germ-free you need to be for your procedure. Do you need to reduce the resident flora in addition to reducing the transient microorganisms you are carrying? In most cases, thorough washing with regular soap and plenty of water will be good enough. Soap works by suspending dirt, microorganisms and other contaminants that then can be flushed off by running water and the friction of rubbing your hands together. The Centers for Disease Control (CDC) is currently recommending that people use plain soap for most general patient care; it is adequate when the purpose of washing is to remove soil and transient organisms. For invasive procedures or when working with immunocompromised or neonatal patients, antimicrobial products can be used. Antimicrobial soaps work mechanically to flush away contaminants as well as chemically to reduce or kill microorganisms present. Some antimicrobial soap has a residual effect, remaining active for a period of time after you have washed your hands. There are many antimicrobial soaps on the market. You should work with your veterinarian to determine which product would be best for your situation.

How to wash

How you wash your hands may be as important as when you wash them and with what product.

Basic hand washing techniques:

- Wet your hands with water.
- Lather your hands with enough soap to produce lather and a slippery surface.
- Vigorously rub together all surfaces for at least 15 to 20 seconds*. More time may be necessary for particularly soiled hands or with a slow-acting antimicrobial soap.
- Pay special attention to the area around your fingernails or rings where microorganisms may adhere.
- Rinse thoroughly under running water.
- Dry with a paper towel. Use the paper towel to turn off the water faucet so you don't re-contaminate yourself.

*If you are using an antimicrobial soap, follow the directions from the manufacturer. Some soaps must remain in contact with your skin for a longer time.

Even better protection for your hands than washing is wearing protective gloves, such as disposable latex or nitrile gloves. You can wash your gloves just as you would wash your hands between animals unless you use new gloves for each animal or activity. In fact, latex gloves are easier to wash than your hands because your hands have cracks, crevices and fingernails for germs to hide in. An important caveat with gloves, however, is that gloves can easily develop holes that allow contaminants to enter and the moist environment between your skin and the glove is ideal for microbial growth. Wash your hands before and after wearing gloves.

Zoonosis

People always ask, "Can I catch anything from these animals?" The answer is "Yes." This is referred to as zoonosis or disease of animals that is transmissible to humans.

Zoonosis is definitely a concern to wildlife rehabilitators. Keep your personal physician advised of the work you do so that if you are ever ill he or she will know to consider zoonotic conditions. If you visit a physician that is not aware of your history be sure and inform him or her of the possibility of zoonotic diseases.

Always take precautions to avoid transmission of any of these diseases. Follow the proper safety procedures at all times.

Bacterioses

Leptospirosis

This disease is caused by more than one 180 known varieties of the spirochete bacterium *Leptospira interrogans*. Its distribution is worldwide and it affects a wide variety of rodents and other wild animals. The causative agent (leptospire), are shed in the urine, contaminating the environment. Bite transmission has been reported but it mostly occurs from urine contaminating the bite wound.

Lyme Disease

The agent involved in Lyme disease is another spirochete, *Borrelia burgdorferi*. Some of the reservoirs include white-tailed deer, white-footed mice, raccoons, and squirrels. Transmission is indirect by vector. The most common vector is the tick *Ixodes dammini* prevalent in the northeast and Midwest, *Ixodes pacificus* on the west coast and *Ixodes scapularis* in the south and southwest.

Salmonellosis

This is a bacterium with over 300 serotypes and has a worldwide distribution. Its primary reservoir in wildlife has usually been rodents and cold-blooded animals. The transmission of bacteria is normally by consuming contaminated food or ingestion via a contaminated environment. This is often a fecal-oral route.

Mycoses

Aspergillosis

This is caused by the fungus *Aspergillus fumigatus* and related organisms. It is ubiquitous in a wide variety of birds and mammals. It is particularly common in waterfowl and other aquatic birds, causing trauma to the respiratory system. The transmission occurs when an infected animal contaminates the environment. *Aspergillus* organisms will grow in or on a variety of organic matter including decaying vegetation. The primary route of infection is by inhalation of airborne spores from the environment.

Dermatophytosis (Ringworm)

Several species of *Microsporum* and *Trichophyton* are the primary causative agents. Distribution is worldwide and the main reservoirs are rodents, canines, and felines. Transmission is by direct

contact with an infected animal or indirectly by contact with spores on the infected hairs of the dermal (skin) scales that are shed by an infected animal.

Chlamydioses

Chlamydioses

This disease, often referred to as *Psittacosis* or *Ornithosis*, is caused by the agent *Chlamydia psittaci* (transmitted from birds and mammals to man): it is important to note that this is not agent *C. trachomitic* (the human to human pathogen). With worldwide distribution, the primary reservoirs we deal with are pigeons, ducks and psittacines. Transmission occurs by inhaling the airborne agent in a contaminated environment.

Viruses

Rabies

The rabies virus is a rhabdovirus: although it can be quickly inactivated by sunlight, drying and common chemical disinfectants, it is not a disease to be treated without extreme respect. Even though our major reservoir focus has been on species such as foxes, skunks, raccoons, bats, and coyotes, all warm-blooded animals should be considered to have the capability of being reservoirs. Certain species (opossum, birds) are thought to be too resistant to be of major import. Transmission most often occurs when the virus in the saliva of an infected animal comes in contact with nerve tissues of susceptible host, via bite.

Hantavirus

Identified as the cause of a mysterious disease outbreak in the southwestern United States affecting a number of Navajo Indians. Rodents are the reservoir with the primary host believed to be the deer mouse and the vole, the virus is transmitted via their saliva, urine and feces. Exposure is most likely to occur when dried materials contaminated with rodent excreta are disturbed and inhaled as dust particles, come in contact with broken skin, or by ingesting contaminated food or water, or by a bite.

Parasites

Visceral Larva Migrants

The most infamous larva migrans agent in wildlife rehabilitation has become the common large roundworms parasite in raccoons, *Baylisascaris procyonis*. However, it is important to realize that other carnivore ascarids can cause this same condition. *Baylisascaris procyonis*, *Toxacara canis* (dogs and wild canids), *Toxacara cati* (cats and wild felids), and *Baylisascaris columnaris* (skunks). Humans become infected by accidentally ingesting infective eggs from a raccoon, (fox skink, dog, cat, etc) feces, contaminated soil, water, fomites, or via contaminated hands

Hydatidosis (Echinococcosis, Hydatid Disease)

Alveolar hydatid disease is an infection with the larval form of the *Echinococcus multilocularis* parasite, a species of tapeworm found in wild canids. Once confined to the Alaska coast and sparsely populated areas of the North Central states, it has now been identified in the Dakotas, the Central Plains, the Midwest and as far south as the Carolinas. Natural reservoirs include the fox, coyote or various rodents. Transmission is via accidental ingestion of infected *E.*

Multilocularis eggs passed in feces.

Sarcoptes (Zoonotic Scabies: Sarcotic Mange)

The agent of human scabies is the mite *Sarcoptes scabiei*. *Notoedres cati*, the agent of head scabies in cats, occasionally causes temporary dermatitis in humans. Each animal species is a reservoir of the mite that attacks its own kind, but cross transmission occurs occasionally between species. One of the main sources of zoonotic scabies is the canine family. The mite is transmitted by close contact with animals and contaminated objects.

Zoonoses; What You Don't Know Can Hurt You has been reprinted from the NWRA Quarterly. Volume 13, #2, Summer 1995. Copyright © 1995. National Wildlife Rehabilitators Association.

Rabies Shot

Maricopa County Department of Public Health
Preventative Medical Services
International Travel Immunizations

1645 East Roosevelt Street, Phoenix
South side of Roosevelt, East of 16th st

Pre-exposure rabies shots
Shots one and two are one week apart
Shots two and three are two or three weeks apart

Call to make an appointment (602) 506-6909

For more information go to www.maricopa.gov

Communications Volunteer

Reports to: Executive Director

Shift Duration: Flexible

Job Responsibilities:

- Participate in planning meeting for Nature News, WingBeats
- Contribute articles as assigned
- Assist with publication of WingBeats, Nature News, etc.
- Respect deadlines
- Be open to editorial suggestion

Essential Functions:

- Submit ideas at Planning meetings
- Write articles
- Edit articles
- Assist in Layout decisions
- Research current events related to wildlife & issues (related)
- Suggest visual enhancements to articles
- Assist with dissemination of Newsletter when needed
- Openness to change in direction as we grow
- Knowledge of natural history or willingness to learn

Knowledge, Skills, and Abilities:

- Ability to research – wildlife, conservation and related material
- Ability to write articles
- Ability to edit other contributor's articles as needed
- Ability to work as a team
- Open to journalistic suggestions

Daily Care Volunteer

Reports to: Daily Care Coordinator

Shift Duration: Four (4) hours

Job Responsibility:

- Cleans cages & bins – inside and outside
- Feeds animals in Education, Rehab, and Intensive Care areas
- Changes water, removes and disposes of garbage
- Visually notices cage repair, animals general appearance and reports observations to proper person
- Updates Daily Care Log Book
- Completes Daily Care Checklist
- Works as part of a team

Essential Functions:

- Cleaning thoroughly
- Ability to lift up to 30 pounds
- Promotes proper environment
- Attend meetings & possible Educational seminars
- Preparation of food: dispersing and proper recording of food intake
- Safety: wearing proper protective wear (gloves, eye protectors, etc.)
- Able to identify issues (i.e., repairs, birds unusual, etc.)
- Able to follow directions & protocols set by Liberty
- Being a team player
- Willingness to adapt to change – as the center grows, so should the volunteers

Knowledge, Skills, and Abilities:

- Any Wildlife knowledge is a plus!
- To be able to work in a team environment
- Willingness to communicate
- Dedication to the cause
- Respect for all wildlife in general
- Ability to handle weather/seasons

Donation Procurement Volunteer

Reports to: Administrative Coordinator

Shift Duration: Four (4) hours

Job Responsibilities:

- Call and retrieve free items to be donated
- Good communication skills with the public
- Represent Liberty Wildlife in a professional manner

Essential Functions:

- Call potential donors for donated items
- Follow-up with committed donations
- Send Thank You's for substantial donations
- Arrange tours or releases for large donations

Knowledge, Skills, and Abilities:

- Past Sales experience
- Excellent people skills
- Not shy

Education Volunteer

Reports to: Education Group Coordinator

Shift Duration: Five (5) hours (minimum time per week)

Job Responsibilities:

- Planned formal presentation of Liberty Wildlife education animals and conservation message to both children and adults in a variety of settings (e.g. schools, community groups, etc.)
- Handling of education animals and educational interaction with the public in booth settings (e.g. nature festivals, parks, etc.)
- Safe and responsible handling of Liberty Wildlife education animals (birds and reptiles)
- Spending time with Practice Partners (experienced volunteers) and education animals to achieve ‘sign-off’ to take animals to programs
- Professional representation to the public of Liberty Wildlife as an organization
- Attendance at monthly Education Group meetings
- As experience and expertise are gained, may work toward more advanced roles such as becoming a Program Coordinator (PC), a Practice partner, and joining the hand-feed team

Essential Functions:

- Handling (holding) of education animals – practice time with each animal
- Public speaking – engaging and energized presentation of material
- Attend meetings
- Use of email and Liberty Wildlife website for communication and needed documents
- Pack- up, do, and un-pack shows
- Learn as much as you can, and have fun!

Knowledge, Skills, and Abilities:

- Learn by doing, and working with experienced volunteers!
- Attend Liberty Wildlife Education training (6 weeks)
 - Acquire information about the animals, public speaking, and how to do presentations
- Attend Handling Class and spend time practicing
 - Acquire handling skills and continue practicing in order keep adding animals to presentation repertoire
- Public speaking
 - Practice and acquire skill at making engaging presentations, fielding questions, and tailoring material to audience.

Facility Maintenance Volunteer

Reports to: Operations Director

Shift Duration: Three (3) to Six (6) hours

Job Responsibilities:

- Try to accomplish repairs as listed on “Repairs Needed” log
- Design and build new enclosures as needed
- Plumbing and electrical work when required
- Help create and perpetuate a Liberty culture

Essential Functions:

- Be part of the Team
- Plan and carry out tasks with minimum interruption to others
- Listen to the Animal Care Coordinator and take ideas from national rehab organizations for caging, etc.
- Help people like the Operations Director, carry ideas for boxes, brooders, etc. to production
- Be willing to determine materials needed for a job, acquire same
- Be aware of the safety of our patients and the people who care for them
- Be willing to do what is necessary
- Have your own tools
- Know who is in charge when directions for a project are given

Knowledge, Skills, and Abilities:

- Ability to plan, draw, add and subtract is helpful
- Know something about carpentry, plumbing, electrical work
- Be aware of what you don’t know
- Be able to conceptualize new ideas and convey them to others
- Take direction from those in position to give direction

Guardian Volunteer

Reports to: President of the Guardians

Shift Duration: Flexible

Job Responsibilities:

- Assist in fundraising activities to help meet the annual operating expenses of Liberty Wildlife
- Help plan Liberty Wildlife's annual Wishes for Wildlife Benefit

Active Member Essential Functions:

- Annual dues of \$50, payable by November to Liberty Wildlife's Guardians
- Attend monthly Guardian meetings
- Sign up for and actively participate on one or more Wish for Wildlife Benefit committees
- Procure one or more items for the Wishes for Wildlife Benefit's silent and/or live auction
- Work on set-up during the day of the Wishes for Wildlife Benefit
- Purchase ticket to attend the Wishes for Wildlife Benefit, or work the night of the Benefit
- Provide assistance, if possible, for other special guardian sponsored events
- Supply one (1) gift basket for Wishes for Wildlife
- If possible put together a table of 10 for the Benefit

Supporting Member Essential Functions:

- Annual dues of \$100, payable to Liberty Wildlife's Guardians
- If possible, obtain items for the benefit's silent or live auction
- Be available to offer guidance and advice to active guardian members
- If possible, put together a table of 10 for the Benefit

Hotline Volunteer

Reports to: Volunteer Coordinator

Shift Duration: Three (3) hours Average

Job Responsibilities:

- Complete a regular shift responding to the Liberty Wildlife Telephone Hotline with problems/ questions relating to wildlife issues
- Arrange Rescue & Transport for large or dangerous injured or ill orphaned native Arizona wildlife to the Liberty Wildlife Rehabilitation Foundation's facility
- Maintain accurate & concise records of all calls and your response to each call. Mail or e-mail these logs regularly to the Hotline Coordinator
- Stay current and well-informed on all information related to the job and Liberty Wildlife

Essential Functions:

- Complete the full shift, every shift
- Respond to all callers ASAP – check-in for call every 15 minutes during Orphan Care season and every 20 minutes the rest of the year
- Ask for assistance when getting bogged down or if falling behind to ensure each caller with prompt service
- Keep accurate shift logs and mail/email regularly to the Hotline Coordinator to check for accuracy or data gathering
- Arrange Rescue & Transport for injured/ill orphaned native animals too large or dangerous for the public to handle
- Communicate all changes or new information to the other Hotliners by having the Hotline Coordinator record saved messages, making appropriate changes/additions in your own reference material.
- Honestly attempt to “solve” all callers problems by providing them with accurate, concise and up-to-date information and resources
- Be generous and patient with all callers
- Be authoritative, current and well-informed on local wildlife matters, secure in your knowledge and expertise
- Educate the public on wildlife matters whenever possible
- Find your own substitute for all shifts that you must miss and inform the Coordinator who your replacement will be
- Provide emergency information service as needed to the public
- Read and familiarize yourself with the entire manual and any new information provided by the Hotline Coordinator or staff of Liberty Wildlife. You are responsible to know all of the written information and for staying current on the saved messages as they come in
- Maintain a positive and polite phone manner at all times with all callers
- Answer directly to the Hotline Coordinator

Hotline Volunteer (cont.)

Knowledge, Skills, and Abilities:

- Reading and comprehension level – age 14+
- Good Customer Service Skills
- Solid study habits
- Basic computer skills
- Assertiveness, confidence and self-reliance
- Reliable and responsible
- Self-starter, able to work independently
- Courteous, compassionate & understanding
- Commitment to provide accurate service
- Strong organizational skills
- Pleasant phone manners
- Desire to educate the community
- Willingness to listen carefully

Required Tools:

- Phone – Land line or cell
- Computer
- Current/updated paper back-up manual, provided by the Hotline Coordinator and kept current by the volunteer with changes coming from the Hotline Coordinator or Liberty staff via saved messages

Medical Services Volunteer

Reports to: Animal Care Coordinator

Shift Duration: Three (3) hour shift

Job Responsibilities:

- Stabilize incoming wildlife
- Complete assigned medical procedures (i.e., complete dispensing medications, assessments, wound management, proper wraps, etc.)
- Monitor the drop-off window to accept incoming wildlife and assist Orphan Care volunteers during Orphan Care season
- Log-in animals and assist in this area during Orphan Care season
- Complete associated paperwork such as medical and food charts
- Update treatment and care notes
- Maintain a clean work area
 - Dispose of syringes and needles properly
 - Maintain care of oral syringes
 - Change out sterilization solution for the cold sterile instruments
- Assist with other tasks as necessary
- Re-stock supplies and medical caddy when needed

Essential Functions:

- Commitment to the care of the animals – be dependable
- Commitment to your co-workers
- Communication with co-workers, supervisor and all other volunteers
- Requires good work ethic
- Ability to get along well with others
- Needs to work as a Team with all volunteers
- Ability to handle multiple priorities under pressure
- Desire to learn and grow
- Ability to anticipate needs of other departments/areas

Knowledge, Skills, and Abilities:

- Dependability
- **Completion of all necessary training required by Liberty Wildlife**
- Concern for safety and well-being of yourself and others
- Good knowledge of Liberty Wildlife and its Mission Statement
- Need to know how to read, write and do basic math
- Good communication skills
- Respect for other team members

Office Assistant Volunteer

Reports to: Executive Director, Animal Care Coordinator, Office Assistant

Shift Duration: Three (3) to Six (6) hours

Job Responsibilities:

- Provide general Secretarial functions for Staff
- Properly answer Office phone and record any messages for Staff
- Provide Mailing Labels for all Donations made
- Input donation information on Donation form and mail all acknowledgements
- Gather all daily donation envelopes and store within office safe
- Responsible for financial situations that arise at Liberty Wildlife (i.e., Debit card, Petty Cash, Donation envelopes, etc.)
- Maintain all files within office
- Maintain e-mail listing of all volunteers

Essential Functions:

- Be dependable
- Accountability for handling any finances for Liberty Wildlife

Knowledge, Skills, and Abilities:

- Above average typing and computer skills
- Organizational skills
- Good communication skills
- Good writing skills
- Good overall understanding of Liberty Wildlife in the Community

Orphan Care Volunteer

Reports to: Orphan Care Coordinator

Shift Duration: Three (3) hour shift, season running April through mid-September

Job Responsibilities:

- Responsible for primary care of young and orphaned birds, including (but not limited to) monitoring, feeding, cleaning, and alerting Medical Services when appropriate.
- Maintains up-keep of Orphan Care (OC) area. Also responsible for cleaning bins, feeding utensils, and general maintenance of OC area.
- Works with teammate(s) along with other volunteers (such as Medical Services) while maintaining focus on Liberty's mission and philosophy.
- Monitors window for intake animals and works with the general public on such concerns as donations, questions about Liberty, volunteering, etc.

Essential Functions:

- Continually assesses and monitors birds in OC area
- Maintains the standards of accurate and complete recording of paperwork
- Identifies problems and notifies appropriate person or department. Issues can range from scheduling conflicts to the bird's immediate medical issues
- Creates a working atmosphere that provides growth and volunteer satisfaction
- Keeps supplies in stock; fills food (inside supply) when needed. Notifies staff when food needs to be purchased
- Supports and enforces safety procedures for both humans and wildlife
- Cooperates with other team members
- Displays concern and initiative
- Prepares food and feeds birds appropriately. Maintains food for self-feeders in bins
- Is prompt and efficient with minimal absences. Secures a substitute in a timely manner when absent
- Is calm and patient in emergencies and stressful conditions
- Promotes a proper environment for rehabilitating wildlife with great emphasis on controlling imprinting behaviors
- Displays a professional attitude when assisting guests at the window. Handles questions and deals with donations appropriately

Knowledge, Skills, & Abilities:

- Ability to learn and adapt
- Ability to work with birds and people
- Ability to handle stress in a challenging and changing environment
- Good written and verbal communication skills

Rescue Transport Volunteer

Reports to: Operations Director

Shift Duration: Flexible

Job Description:

- Provide current contact information to Liberty Wildlife
- Go into field to rescue wildlife and transport to Liberty Wildlife
- Keep training up to date so that you are able to safely capture and transport wildlife
- Follow proper procedures at facility for check-in and paperwork

Essential Functions:

- Be prepared and available for rescues during times you indicated you were free
- Keep rescue tools, such as boxes, gloves, and intake forms ready and in your vehicle
- Communicate with public regarding condition of animal and their location in valley
- Ensure through communication that the animal will be there when you arrive
- Develop techniques for capture and boxing that work for you and are safe
- Learn about wildlife of the desert so that you are prepared for various situations
- Decline mammal calls if you do not have rabies vaccines
- Decline (true) eagle calls if you do not have the proper equipment (eagle gloves and carrier)
- Educate the public about wildlife and their role in the ecosystem
- Educate the public about Liberty Wildlife and accept donations when possible
- Recognize that you will not be able to save all the animals

Knowledge, Skills, & Abilities:

- Ability to drive a vehicle
- Ability to follow geographic directions
- Ability to think on your feet

Advanced Training Opportunities

As a volunteer at Liberty Wildlife, you are required to participate in a department for at least three (3) months before applying to volunteer in the **Medical Services Department** or the **Education Department**. Because of the higher level of skills needed to be successful in each of these areas, a specific training class lasting between eight (8) and ten (10) weeks with supervisory activities included will be required before a volunteer is released to work in these departments.

If you are interested in moving into either the **Medical Services Department** or the **Education Department**, please ask for an application prior to the training which takes place in the Fall of each year. Both of these are exceptionally rewarding and well worth the time and training required.

It should be noted that as in every area at Liberty Wildlife a true commitment must be made to the organization your fellow volunteers and the animals that you are working with. Remember the ultimate commitment is to serve the overall community's needs as stated in our mission.