

Hotline Volunteer Guidelines

January 2014

PWC does not handle domesticated animals.

We do not expect you to answer every question about wildlife. If necessary, tell the caller you are not an expert, but that you have access to expert resources and that you will do research and call back.

It is illegal for anyone to rehabilitate native wildlife unless they are licensed by the California Department of Fish and Wildlife and the U.S. Fish and Wildlife Service.

Do not give out any personal phone or the Rehab Center numbers without prior approval.

Each call is an opportunity to educate, and enlighten. Callers can be difficult and frustrating and as hard as it may be at times to remain polite and respectful, it is the best way to help the animal. Encourage interested callers to support PWC either through donations and/or, membership and volunteering.

Try to be helpful in situations that PWC does not handle. Senior rehabilitators or other experienced volunteers will often have knowledge regarding PWC's limitations and can usually offer suggestions on other agencies, organizations or individuals that may help the caller. These are listed on the Referral Resources list.

PWC cannot and does not relocate healthy animals that happen to be where people don't want them. Talk to a rehabber about specific situations and refer to materials on different species (provided either via the CTS web site in the "Links" menu or on printed documents.) there may be circumstances where we would intervene or refer the caller to the County, for example if there were a danger to animals or people.

PWC does not have the volunteers or resources to take in healthy fledgling birds because they are threatened by cats. The birds can be placed in a bush or shrub and the cats chased away. The parents of the birds will be nearby. It is the responsibility of the cat owners to deal with the cats.

PWC does not deploy volunteers where they may be subjected to a danger such as highway traffic conditions or rabies vector species capture or transportation situations, for example. Confirm with senior rehabilitators or experienced volunteers regarding these types of situations.

If you have a situation that you are not sure how to handle, get help from another hotline volunteer or escalate the call to Center staff.

Always follow up with the caller.