

WELCOME TO YOUR VOLUNTEER JOB AS AN INTERPRETIVE GUIDE AT LIBERTY WILDLIFE

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1. Introduction

Welcome to your role as an Interpretive Guide at Liberty Wildlife. In this public role, you are the face of Liberty Wildlife and therefore a lot rides on how you conduct yourself around our guests. Our visitors' feelings about Liberty Wildlife will have a lot to do about how they are treated by our volunteers. We've had a lot of positive feedback about how welcoming and knowledgeable our volunteers are and we want to keep that feedback coming. This manual is created to help you understand your job duties while you were working your shift at Liberty Wildlife. At any time, if you need any clarification or have any questions, please seek out a staff member.

Thank you for your time and dedication to help keep Liberty Wildlife's mission going.

2. About Liberty

Mission

To nurture the nature of Arizona through wildlife rehabilitation, natural history education and conservation services to the community.

Vision

Liberty Wildlife envisions a time when wildlife is recognized as an integral part of our natural world, and as a precious natural resource, to be protected and preserved. We envision being a permanent community resource, a place to instill compassion and stewardship in young minds and a place to reconnect the public with the beauty and benefits of native wildlife and habitat. We hope to find a time when the community, as a whole, participates in the safekeeping of the natural world.

History

Liberty Wildlife was founded in 1981 by Dr. Kathy Orr out of Scottsdale, AZ. She is a local vet who saw the need for a group to help with injured wildlife. She started Liberty Wildlife in her own backyard. After 30 years of rehabilitation on approximately 1.5 acres, Liberty Wildlife garnered enough donations and funding to buy a 6.5 acres along the Rio Salado and open the Rob and Melani Walton Campus of Liberty Wildlife. Between 1981 and 2016 we have seen 90,000 animals. In 2017, we took in over 7800 animals.

Hours/fees

As of Jan 6, 2018: Public hours are Wed, Sat and Sun from 10-1pm. Bird Wildlife show on those days at 11:15 in the amphitheater. Admission prices are: adults \$6, seniors (65+) and veterans \$5, students \$4. Children 4 and under are free. Summer hours have changed to Wed, Sat and Sun from 9-11am with no formal program, but our education team will occasionally present something. They are still usually out on the education trail with birds on their gloves.

Safety

We want everyone to enjoy what we have built but we also want it to be a safe environment. Our wetlands are very enticing to little people. Make sure that children know to stay off the rocks and that parents know to watch their little ones around the water. We also are home to many birds and animals that are getting treated for various ailments. Make sure that people refrain from running and yelling. Also, no banging on windows or enclosures.

Once people are on the trail, they will be able to see large birds of prey. These birds, while habituated to humans, are not pets and still have their wild instincts. They can still cause harm to those they are unfamiliar with. Therefore, everyone must stay on the path and keep away from the walls and bars of the enclosures. Some of the birds are protective of their home and will reach out to protect it. If people are not following rules, we have the right to ask them to leave the trail.

People are allowed to take pictures. Advise them that some birds will be presented on glove in the amphitheater at 11:15. Again, people need to respect that this is a wild animal and they are not comfortable with people running up to them. The handlers presenting the show can answer questions and decide whether or not people can take pictures with the birds after the program (it all depends on which birds they have out that day).

Sustainable facility and grounds

We are on 6.5 acres of reclaimed land. Our building is net zero energy consumption due to our solar panels that were donated in a partnership with SRP. We also have large round metal objects, cisterns, on either side of the building. These cisterns are part of our water catchment system. The roof of our building allows rainwater to drain into these cisterns and the water that is caught is used for our landscaping. The wood you see on the face of our building and inside the lobby is reclaimed snow fence from Montana. Our building is also LEED certified at the platinum level. This is Leadership in Energy and Environmental Design and very few buildings in the valley also have this highest level classification.

The building is designed in the shape of a bird wing. The east wing houses our medical facility and is not open to the public to ensure the health and safety of the animals that are being treated there. The west wing houses our admin and the public section of our facility. Rooms are available for rent for events, meetings and other possibilities. This is also where our interpretive education trail is located allowing an opportunity to wander and see our education ambassadors.

Biomes

The property is designed to represent 3 major biomes of Arizona. The upper Sonoran desert, riparian habitats and wetlands. As you approached the building, you moved from desert, over the bridge over a riparian area and the wetlands is obvious outside the lobby. Past our fence, you return to a desert biome and then move down into the riparian and wetlands in the Rio Salado.

Our wetland pond is run by a pump system that recycles its own water. We have seen dragonflies around the area and hope that they have laid their eggs in the reeds along the water. The dragonfly larva actually survives off mosquito eggs and larva so they are a great natural repellent. We have some minnows and goldfish in the pond now but hope to work with Game and Fish to get the endangered desert pupfish and topminnow.

The first local resident that we had here on grounds was a small black and white bird. It is a black Phoebe and uses the pond as a food source to catch bugs. We also have a local shrike which is also known as a butcher bird. These birds catch mice and various bugs. They then impale their prey on mesquite thorns or barbed wire to kill it.

Peace Trail and Rio Salado

The Peace Trail currently runs from 28th St to 19th Ave along the Rio Salado. The hope is that it will, in the near future, span all the way to Tempe. The Rio Salado does have water throughout the year in various pockets. We see much wildlife along this area ranging from coyotes, beavers, muskrats, osprey, herons, red tailed hawks and others. City of Phoenix Park Rangers maintain this land and have helped with the clean-up and revitalization of the area. They reported sightings of a bobcat along the trail closer to 19th Ave in 2016. We have seen bald eagles flying overhead since we have moved in.

Medical Wing

Our east wing is the hospital. We do not allow the public in to this area as animals need a calm area to rehabilitate and only those who are trained can be in there. We have windows along the outside of the building for guests to look into our triage room and our surgery suite.

The public is invited to look through the triage and surgical suite windows. Benches are provided in front of those windows.

The process is that animals either come in from our rescue/transport volunteers or from the general public at our intake window. The animals are given a number and brought to the triage area where our medical services volunteers do an initial exam. They are able to assess and treat various issues, ranging from shock, heat stress, broken wings and legs etc. The best thing for any animal in distress is WDQ – warm, dark, quiet. We have brooders in the triage area to keep animals warm and minimally stressed.

Once the animal is stabilized, it can be moved to the ICU room across the hall (no viewing for the public). Here, daily care volunteers clean cages and feed the animal daily. The medical team will continue to medicate the animals while they are inside. Once the animals are off medical watch and are strong enough to go outside, they go to our outside mews on the east end of the property. We have various sizes of enclosures that are fit for larger birds (like our 180' flight cage that is great for eagles), for waterbirds, for various raptors and aviaries for the small birds. We plan to expand to receive more mammals so our enclosures have held raccoons etc. as well, but we plan to build more for that.

Once outside the animals can adjust to life back outside and we are very hands off. Daily care again changes water, leaves food and cleans the enclosures. We purchase fresh and frozen meat, fish, vegetables and other food while the animals are recovering but once we get close to releasing animals we do offer them live food if appropriate so we can be sure they are able to hunt. Flight cages outside are needed also so the animals can build up their flight muscles after having had an injury or being inside for a while.

The medical wing also houses an in-house lab where we can run blood tests, lead tests, fecals, etc. has a surgery prep area and a surgery suite. We also have a digital x-ray. We have local veterinarians that donate their time to Liberty Wildlife. We used to have to send animals out to various clinics for surgeries, but now we are able to reduce the stress on the animal by doing in-house instead of having to transport them elsewhere.

Examples of surgeries include setting wings and legs, surgeries on eye injuries, working on condors with lead poisoning where we have to put a feeding tube directly into the stomach since the birds are not able to move food from their crop on their own due to the lead poisoning.

Another room in the medical area is the orphan care room. Starting around spring, baby animals start “flocking” in to us. We have a team of orphan care volunteers who spend their entire shift feeding baby birds. These are mostly song-bird like birds – doves, grackles, finches etc. The room gets filled with strawberry baskets and bins and it stays busy all day. We get baby quail, ducklings, baby rabbits and baby squirrels and other baby mammals that are all treated.

Foster Care Program

Baby raptors that come in to our facility are not cared for in the orphan care room. We want to be as hands off with them as possible so they do not imprint and learn to depend on humans for food. Imprinting reduces their chances of release by a lot. Instead, we have a foster program. Some of the birds of prey that have come in that are non-releasable become education birds, but not all wild birds are willing to work with humans. They can then become foster parents. These foster parents will raise orphaned young throughout the baby season. It doesn't matter to them that they didn't lay those eggs. The birds have a natural parenting instinct and will protect the babies that we put in with them. We simply put the appropriate amount of food in the enclosure and the parents ensure the babies are fed. We had one pair of great horned owls that raised over 80 babies in one season. We hope to have cameras in some of these enclosures with monitors in our living lab so that we can show the public how the babies are raised.

For baby raptors that cannot go outside right away due to injuries and illness, they are kept inside, but have minimal human contact. Volunteers feed them daily throughout the day, but they must wear camouflage. They also will use a stuffed puppet and tweezers to imitate a mother feeding the baby.

Public/Education Wing

Interactive Room

There should always be a Liberty Wildlife Ambassador in that room if it is open.

This classroom is a perfect opportunity for children and adults to get a hands-on approach to learning about birds. There are various stations that we hope to change throughout the year. These include using binoculars to see how an eagle sees, using various common tools to compare how different beaks work and identifying different feathers for different kinds of birds. There is an x-ray viewer so people can look through some of the x-rays we have taken at Liberty Wildlife and see some of the injuries that we've helped. Each station has directions to explain itself.

We have a nest material activity in there. If the children have time, they can fill a bottle or other piece of recycled material with items that birds use for nests. They can then hang them in their backyards.

There is a cubby where you cannot see what item is hidden inside. People can put their hands in and guess what they are feeling. They can also take the items out to look at them closer. There is a snake skin, feathers and a vertebrate from a mammal. There is also a cubby with balloons. If people question this, it is a good time to talk about the negative effects of releasing balloons and lanterns into the sky.

There is a library with children's books and an area with children's coloring pages and activities. We also have some puppets so it's a great area for play for younger audiences. We plan to have story hours and other types of toddler programs here in the future.

This is also our reptile room. We have numerous non-venomous snakes housed in here. There are also two Gila monsters, a tarantula, a pocket mouse, a goldfinch and various other animals that be found there while spending their time at Liberty Wildlife. We also keep a few education birds in cages in there. They are retired from education programs due to their advanced age. They spend the nights inside to protect them from the hot/cold, but get to go outside with our handfeed team during the day to get the sunlight they need. Even though they are older, they are still birds of prey, so please do not put fingers near their enclosures.

As of Jan 2018 the animal list is: kingsnakes, rosy boa, milksnake, gopher snakes, tarantula, pocket mouse, goldfinch, Swainson's hawk, giant desert hairy scorpion, bearded dragon, leopard gecko, baby desert tortoise (for winter only) --- Please ask Laura or an Education Team member for more info on any of these.

Large Classroom

There are three large posters that discuss the different biomes that our facility is based on: upper Sonoran desert, riparian and wetlands.

We can use the SmartBoard to show videos about Liberty Wildlife. (A separate sheet will document how to work it)

NEFR Non-Eagle Feather Repository

R&C Research and Conservation

Education Trail

This interpretive trail houses all of our non-releasable education animals. All animals have permits from the US Fish and Wildlife. These animals work with our education team and hand feed volunteers to ensure that they are comfortable in front of the public and going out to classrooms and events. While the animals are habituated to being around humans, they are all still wild animals and have their basic instincts. Therefore, make sure you stay on paths and do not approach any of the enclosures.

QR codes

Each animal should have a QR code by its enclosure. People can snap a picture of that QR code and look up the natural history of the bird on their phone. Info on downloading a QR scanner/reader is located on the lobby counter.

Aviary

For non-raptor birds that cannot be re-released back into the wild, we obtained permits to display them in our walk-through aviary. We can also house lizards, rabbits, tortoises and other animals as needed.

Amphitheater

We have our bird show in the amphitheater on Wed, Sat and Sun at 11:15am during Oct through April. We also hold public events here and can rent the space out.

Field trips and educational programs

Education is key to Liberty Wildlife's mission. We have a team of approximately 50 volunteers that are trained to handle the birds on our education trail and bring them to schools and various events. We travel throughout the state from October to April. With this new facility, we can now also have field trips visit. Visit our webpage or email laurah@libertywildlife.org for more information about field trips.

Partnerships

We work closely with many power companies. SRP has donated our solar paneling to ensure that we are a net zero facility. They also have given us a mock power pole to put into some of our flight enclosures. This pole is equipped with sensors so that SRP and Liberty Wildlife can work together to understand more how electricity affects birds of prey. With these sensors, we can see how and where the birds stand on the poles and how we can better insulate power poles to reduce the number of electric contacts birds have.

Boy Scouts have done various projects for us throughout the years. Scottsdale Community College will be creating a pollinator garden for us to help the survival of butterflies, moths and bees. All of these, as well as bats, are necessary to help pollinate plants that humans depend on in everyday living.

Volunteer Opportunities

We have over 300 volunteers that we depend on to help us keep Liberty Wildlife running. With this new facility, we have opened new volunteer positions as well. Visit our website www.libertywildlife.org to learn more about volunteer opportunities and to find the volunteer application. We hold orientations once a month.

3. Shift Duties

a. In season

INTERPRETIVE GUIDE SHIFT OUTLINE – (in season)

Shifts are Wed, Sat and Sun from 9:30-1:30.

Public are welcome to come in from 10-1. There is a show at the amphitheater at 11:15.

If the lobby is locked when you arrive for your shift, check the door by the RESTROOMS. The Ed team usually has that unlocked early in the morning. If it isn't unlocked either, find an Ed team member and they can unlock it.

We should have AT LEAST 3 IG's per shift. One will man the lobby/store. One will facilitate in the Interactive Lab (not handling reptiles, but allowed to discuss – unless trained on handling and presenting). One will walk the grounds depending on where guests are most present. It can be by the medical windows, wetlands, Education Trail etc.

Everything the IG needs is in the middle top drawer in the lobby desk or in the cabinet behind the desk. There is a set of keys in the drawer. That opens the bottom locked drawer BEHIND the desk (under the photo that says REHABILITATION). That is where the locked cash box is. The key to that lock box is attached to the keys you used to open the drawer.

From 9:30 until opening, please check the lobby to make sure we have enough sign in sheets, release forms and the petty cash bank is available. Take out the laptop and credit card machine from the cabinet and plug them in and turn on. On the laptop, open the CASH FLOW spreadsheet. Follow those instructions to save today's income into the appropriate folder. Please use the instruction sheet to learn how to fill in the cells. Plug in the credit card machine. There are instructions here as well to teach you how to use it.

Education team will unlock the Interpretive Room. IG's need to turn on the microscope near the computer monitors, the monitors themselves and the x-ray reader near the SmartBoard. Put the orange sign outside the front door to let people know where this room is. If you want, you can use the doorstep to prop the door open.

The key to unlock the front door is a hex key that hangs on the south side of the lobby desk. Unlock both front doors (and the back lobby doors if not done already) at 10am so guests can flow in.

As guests come in, the lobby guide will need to collect money (Adults: \$6, Seniors (65) and Vets: \$5, Students: \$4. Children 4 and under are free)

Have them sign our Visitor Release Form while explaining safety guidelines (see manual). Also have them sign the list of visitors and amount paid so we can keep track. If they question, just let them know it is for us to keep numbers to send back to USF&W and to our grant holders.

Give them a brochure and let them know that they can recycle their brochure on the way out in the basket provided if they don't want to keep it.

Also, give them a YELLOW visitor badge and tell them to wear it while they are touring and to return it when they leave.

Explain to them about the QR codes on the enclosures. You can also give our the Bird Bio booklets for them to do a self guided tour. Our Ed team will also be on the trail to answer questions.

During the show at 11:15, most guests will be in the amphitheater but some might choose to wander. Make sure that one Interpretive Guide is in the Interactive Room at all times.

At 1pm, usher guests out pleasantly and lock the lobby doors with the hex key. Tidy up the desk. Put all money in cash box together and lock that back in the bottom drawer below the REHABILITATION picture.

Please turn off everything that was turned on in the Interactive Room (microscope, monitors, x-ray reader and SmartBoard). Ed team or staff member will lock door.

Contacts if you cannot find someone on site to help:

Carol Suits 480-296-3940 or Laura Hackett 480-228-9174

ED TEAM SHIFT OUTLINE -- (in season)

Shifts are Wed, Sat and Sun from 9:30-1:30.

Public are welcome to come in from 10-1. There is a show at the amphitheater at 11:15.

At 9:30, arrive and meet with your team to discuss plans for show and if you'll take birds out on the trail. Unlock the public side door of the Interpretive Room.

The Interpretive Guides will unlock the doors at 10am and allow guests to flow through. One of them remains in the lobby. One is in the Interactive Room and the other either heads to the Trail or helps guests at the Med Window or Wetlands – basically wherever crowds might be.

You guys roam the trail to monitor and interpret as needed. You can head into the Interpretive Room if there are people in there and discuss reptiles. Just make sure you have worked with the snakes and one of the senior members of the Ed team or myself on handling beforehand.

At 11:15, most guests should be interested in the amphitheater show. Shows should probably be about 30 minutes with time for questions. You can decide if you want to allow pictures at the end (lit all depends on bird and audience) ...

One Interp. Guide sticks in the Interactive Room at all times.

That means, you've got about an hour after the show to still mill around the Trail and help guests ...

Visitors will have a yellow VISITOR badge around their necks ...

After the last guest leaves, you are in charge of locking up Ed side (as long as Handfeed is done). Make sure all birds are secure, all doors/gates are locked (including both doors to the Interactive Room).

b. Summer season

INTERPRETIVE GUIDE SHIFT OUTLINE - SUMMER

The summer Guide shift is the same as above, but the hours to Wed, Sat and Sun from 8:30-12:30.

Public are welcome to come in from 9-12. Occasionally our education team will present programs and/or walk around with birds on their gloves. They should inform you of this before their shift starts so you can let guests know.

From 8:30 until opening, please check the lobby to make sure we have enough sign in sheets, release forms and the petty cash bank is available. Open and create a DAILY CASH FLOW spreadsheet on the computer.

The key to unlock the front door is a hex key that hangs on the south side of the lobby desk. Unlock both front doors (and the back lobby doors if not done already) at 9am so guests can flow in.

At 12pm, usher guests out pleasantly and lock the lobby doors with the hex key. Tidy up the desk. Using the instructions for the credit card machine "batch" the credit card sales for the day. Count the cash in the cashbox. Finalize the CASH FLOW spreadsheet and put the laptop away. Put all money, credit card slips and sign in sheets in cash box together and lock that back in the bottom drawer below the REHABILITATION picture.

Please turn off everything that was turned on in the Interactive Room (microscope, x-ray reader and SmartBoard (if turned on)). Ed team or staff member will lock door.

ED TEAM SHIFT OUTLINE -- SUMMER

Shifts are Wed, Sat and Sun from 8:30-12:30.

Public are welcome to come in from 9-12. There is no advertised show but feel free to create a program or bring birds out to educate the guests throughout the shift.

At 8:30, arrive and meet with your team to discuss plans for show and if you'll take birds out on the trail. Unlock the public side door of the Interpretive Room. Let the interpretive guides in the lobby know of your program plans if you have any so they can direct guests to you at the appropriate time.

The Interpretive Guides will unlock the doors at 9am and allow guests to flow through. One of them remains in the lobby. One is in the Interactive Room and the other either heads to the Trail or helps guests at the Med Window or Wetlands – basically wherever crowds might be.

You guys roam the trail to monitor and interpret as needed. You can head into the Interpretive Room if there are people in there and discuss reptiles. Just make sure you have worked with the snakes and one of the senior members of the Ed team or myself on handling beforehand.

Visitors will have a yellow VISITOR badge around their necks ...

After the last guest leaves, you are in charge of locking up Ed side (as long as Handfeed is done). Make sure all birds are secure, all doors/gates are locked (including both doors to the Interactive Room).

4. Set-up

GUIDES SHOULD MEET PRIOR TO OPEN HOURS TO DISCUSS STATION ASSIGNMENTS

- **RECEPTION**
- Unlock doors to wetlands, ensure shades to triage and surgery are up
- Put up shades
- Remove and set up computer and credit card machine
 - Open and save Daily Cash Count
- Unlock drawer and remove cash box
- Count starting cash and enter in Daily Cash Count
 - See how to fill out Daily Cash Count page in manual
- Put out visitor sign in sheet and release forms
- Put out donation bin and Visitor Survey bin
- Fill basket with brochures/map
- Open gift shop
- Tidy area
- Ensure front and back walkways are tidy and clear
- Turn on restroom lights
 - Make sure soap/tp/paper towels are stocked
- At start of Public Hours, unlock front doors
- **INTERACTIVE ROOM**
- Turn on lights, monitors, x-ray machine, SmartBoard
- Neaten and prep reading/coloring area
- Put orange sandwich board sign out
- **LARGE CLASSROOM**
- Find out if we will be having a program in there and if so, make sure chairs/set up is arranged correctly (talk with Ed team volunteers about this)

5. During Open Hours

- **RECEPTION**
- Greet visitors
- Collect admissions fees
- Instruct them how to fill out sign in sheet and release forms
- Hand out Visitor Badges
- Hand out brochures
- Give Bird ID pages and/or instruct them on QR code usage
- Give children the Trail Challenge sheet
- Keep Daily Cash Count spreadsheet current
- Help guests in gift shop and buying items
- Introduce guests to Liberty Wildlife – if you have time, start them on a tour
- **INTERACTIVE ROOM**
- Interact with guests about stations
 - Teach them about using binoculars

- Have them test their talon strength
- Put something educational on the SmartBoard
 - We have an interactive program created by a past intern
 - Put on a live bird cam that you know of
- Put out books that you would be interested in talking about
- Put out coloring pages and utensils
- **EDUCATION TRAIL**
- If we have enough guides, feel free to wander the Education Trail
- In warm seasons, offer guests an umbrella
- Assist guests with Bird ID pages and QR codes
- Assist children with the Trail Challenge

6. Close-Up

Interpretive Guides

❖ RECEPTION

- Ensure guests are off the trail. Lock front doors with hex key
- Put shades down
- Complete Daily Cash Count on computer
- Run a Batch Report on the credit card machine
- Date and sign Visitor Sheet
- Place Visitor Sheet and Release forms with cash and credit card receipts in cash box
- Lock cash box, put both the cash box and donation bin in drawer and lock drawer. Put keys in top drawer of desk
- Return computer and credit card machine to cabinet

❖ INTERACTIVE ROOM

- Turn off microscope, monitors, x-ray reader and SmartBoard in Interactive Room
- Place Sandwich Board back inside Interactive Room.

Education Team

- Make sure that no guests are left on the trail.
- Return all birds to enclosures, and ensure that they are locked/latched.
- Lock Interactive Room (both doors).
- Lock up Ed side as long as Handfeed is no longer working.

7. Common Forms that should be kept at Lobby Desk

Examples attached at end of manual

Open Hours double sided pamphlet

Visitor Release Form

Sign in sheet

Visitor Survey

8. Gift Shop and Inventory

Please encourage guests to shop our gift shop. Everything should be labelled with a price tag. Sometimes we do have sale items. We do not charge a sales tax.

In your DAILY CASH COUNT spreadsheet, there is an area for the Gift Shop. The first column is the Item Description. The next column is the Quantity of those items. The next column is the Price of an individual item. The spreadsheet automatically calculates the total cost in the final column (not in green) so you don't have to do the math there.

You do need to add up the total of all the items and either take the cash, check or run their credit card (instructions on how to use the machine are in this manual).

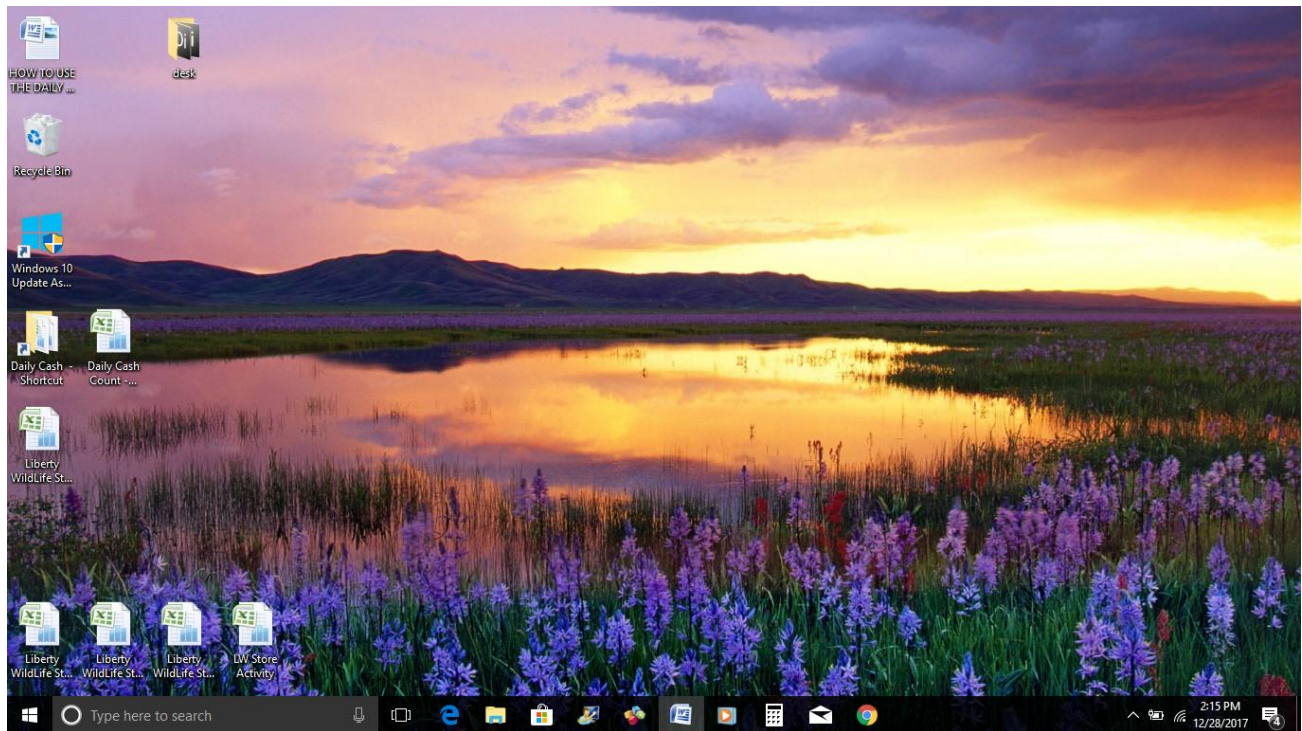
We have an inventory crew that will look at our inventory about once a month to see what is selling, what needs to be restocked etc etc.

Reconciliation				
Beginning Cash	\$ -		Total # attendees	0
Sales:				
# of attendees				
	Adult	Student	Senior/Vet	
	-	-	-	-
Gift Shop				
		Quantity	Sales Price	
earrings				-
hat				-
cards				-
long sleeve gray				-
small sleeve gray				-
cards				-
necklace				-
enter item description				-
enter item description				-
enter item description				-
enter item description				-
Donations				

9. Computer and Spreadsheet

HOW TO USE THE DAILY CASH COUNT SPREADSHEET

When you first plug in and turn on the computer, it will look something similar to this:

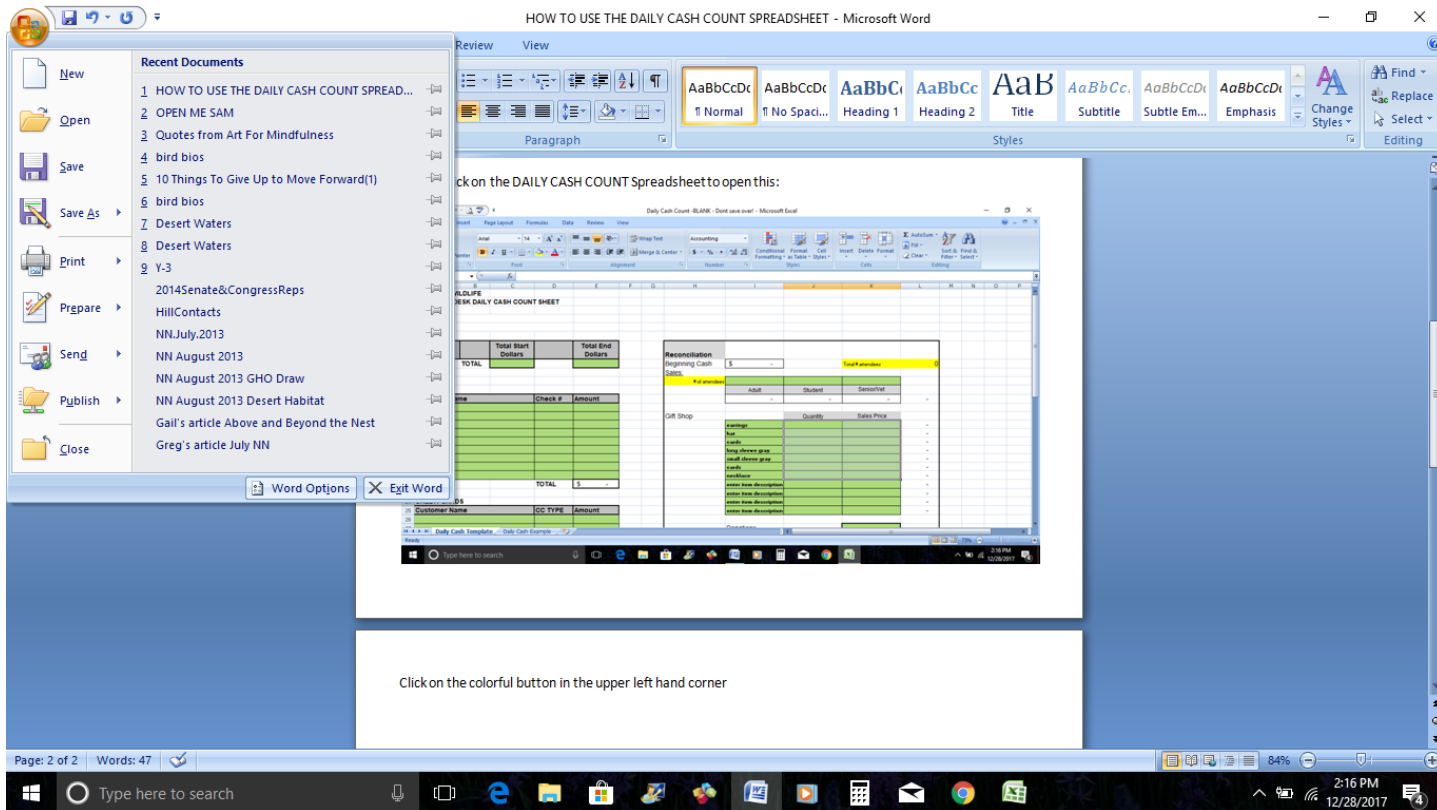


Double click on the DAILY CASH COUNT Spreadsheet to open this:

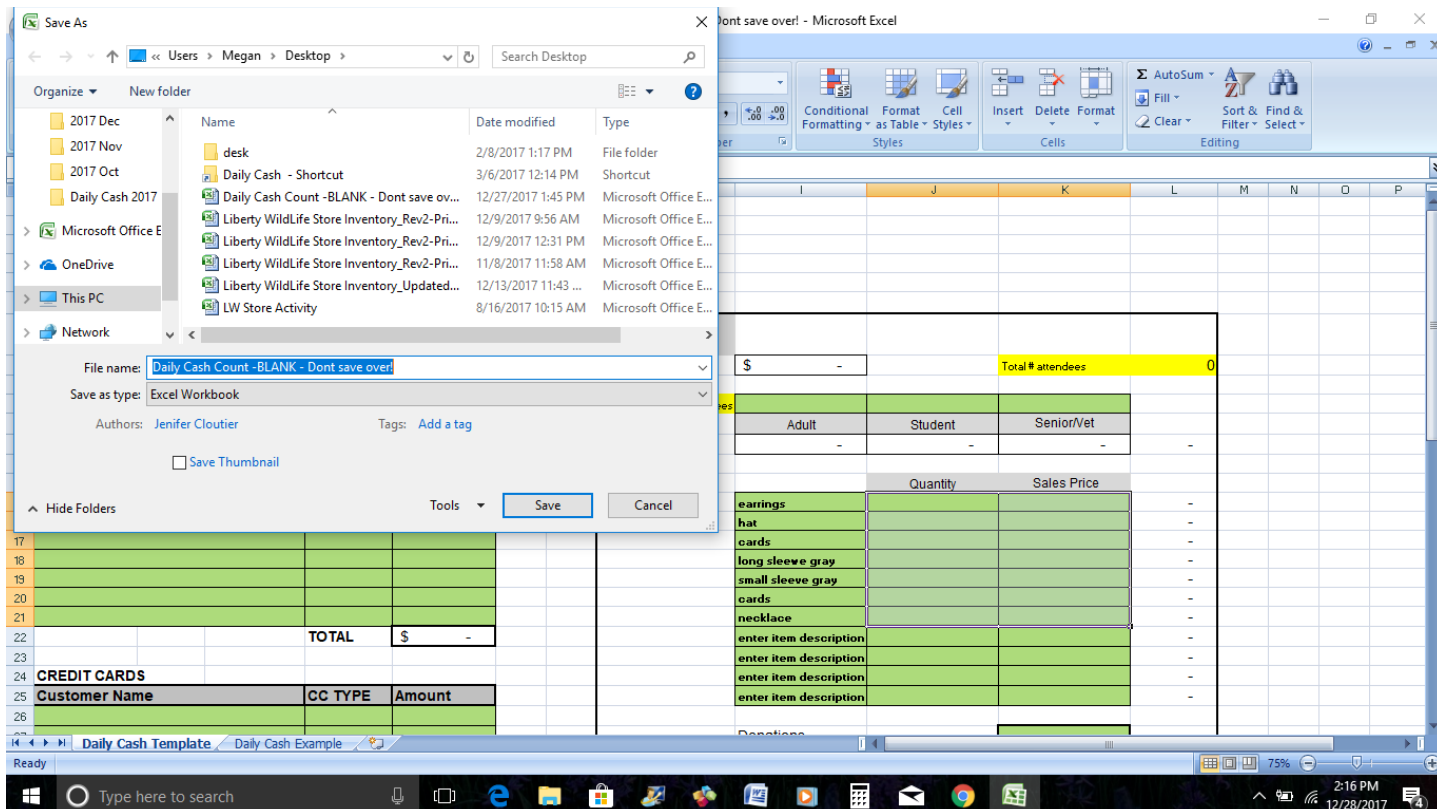
Daily Cash Count - BLANK - Dont save over! - Microsoft Excel

LIBERTY WILDLIFE FRONT DESK DAILY CASH COUNT SHEET			
Prepared By:			
CASH:		Total Start Dollars	Total End Dollars
	TOTAL		
CHECKS:			
Customer Name	Check #	Amount	
	TOTAL	\$ -	
CREDIT CARDS			
Customer Name	CC TYPE	Amount	
Reconciliation			
Beginning Cash	\$ -	Total # attendees 0	
Sales:			
# of attendees		Adult	Student
			Senior/Vet
Gift Shop		Quantity	Sales Price
earrings			-
hat			-
cards			-
long sleeve gray			-
small sleeve gray			-
cards			-
necklace			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
Donations			

Click on the colorful button in the upper left hand corner



Click Save As:



Change the File name from “Daily Cash Count -BLANK - Dont save over!” to the day you are working in month-day-year format (example “01-06-18”)

Double click on the folder that says “Daily Cash - Shortcut” and then on the folder 2018 and then on the folder for the month you are working in and hit SAVE

NOW YOU ARE ALL SET TO ADD UP OUR INCOME FOR THE DAY!!!

First count all the cash in the cash box and enter it in the Green Box under **Total Start Dollars**

1	LIBERTY WILDLIFE									
2	FRONT DESK DAILY CASH COUNT SHEET									
3										
4	Prepared By:									
5										
6										
7	CASH:		Total Start Dollars		Total End Dollars					
8		TOTAL								
9										
10										
11	CHECKS:									
12	Customer Name		Check #	Amount						
13										
14										
15										
16										
17										
18										
19										
20										
21										
22			TOTAL	\$ -						
23										
24	CREDIT CARDS									
25	Customer Name		CC TYPE	Amount						
26										

Reconciliation			
Beginning Cash	\$ -		Total # attendees
Sales:			
# of attendees			
	Adult	Student	Senior/Vet
	-	-	-
Gift Shop		Quantity	Sales Price
earrings			
hat			
cards			
long sleeve gray			
small sleeve gray			
cards			
necklace			
enter item description			
enter item description			
enter item description			
enter item description			

As guests arrive and pay, make note of how many adults, students and senior/veteran admissions we get and keep that number updated on the green area next to # of attendees

# of attendees				
	Adult	Student	Senior/Vet	
	-	-	-	-

As items are purchased from the gift shop, add in the NAME of the item, the QUANTITY and the PRICE of 1 item

Gift Shop		Quantity	Sales Price	
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	enter item description			-
	Donations			-
		Total Daily Sales		\$ -

In the Green Box below Gift Shop Items, enter in the total donations that people give.

The spreadsheet will be tabulating the total income for the day in the area that say **Total Daily Sales**

If anyone pays with a credit card (see instructions for how to run a credit card in this manual), make sure to fill out the credit card section with their name, the type of card and the amount paid

23	CREDIT CARDS		
24	Customer Name	CC TYPE	Amount
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42		TOTAL	\$ -
43			
44		Today's Total	\$ -

In similar fashion, if someone pays with a check, fill out the area labeled CHECKS with name, check number and amount.

11	CHECKS:				
12	Customer Name	Check #	Amount		
13					
14					
15					
16					
17					
18					
19					
20					
21					
22		TOTAL	\$	-	
23					


Again, you do not have to tabulate any sums. The spreadsheet is doing it all for you.

Once you are closed for the day, add up the amount of CASH in the cashbox and enter it in the **Total End Dollars** square

1	LIBERTY WILDLIFE				
2	FRONT DESK DAILY CASH COUNT SHEET				
3					
4	Prepared By:				
5					
6					
7	CASH:		Total Start Dollars		Total End Dollars
8		TOTAL			
9					
10					
11	CHECKS:				

If everything is correct, the YELLOW box will remain “-”

Gift Shop	Quantity	Sales Price	
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
enter item description			-
Donations			-
Total Daily Sales			\$ -
Ending Activity			\$ -
<i>ck total/sib zero</i>			\$ -
<u>How did you hear about Liberty Wildlife?</u>			
Facebook			

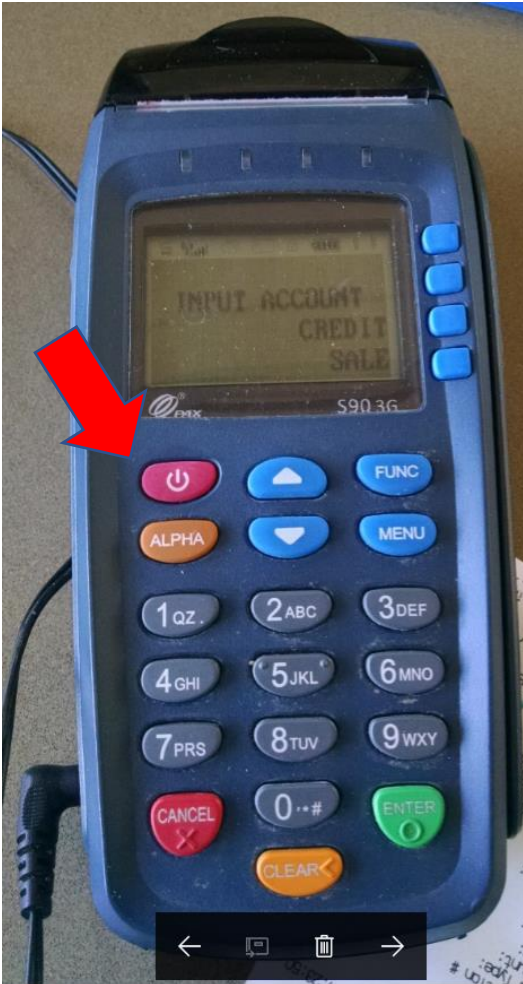


If it is not, see if you can reconcile what has gone wrong. If it is not making sense, let Laura know and she will work on it.

10. Credit Card Machine

Once you've powered on the credit card machine, it can be used with credit and debit cards. Give it a few seconds to boot up after turning it on.

Turn the credit card machine on by pressing the TOP RED BUTTON



For sales, the screen should always read "INPUT ACCOUNT CREDIT SALE"

When it is time to run a card, make sure the screen looks like the picture above. Run the card through the strip on the right hand side.

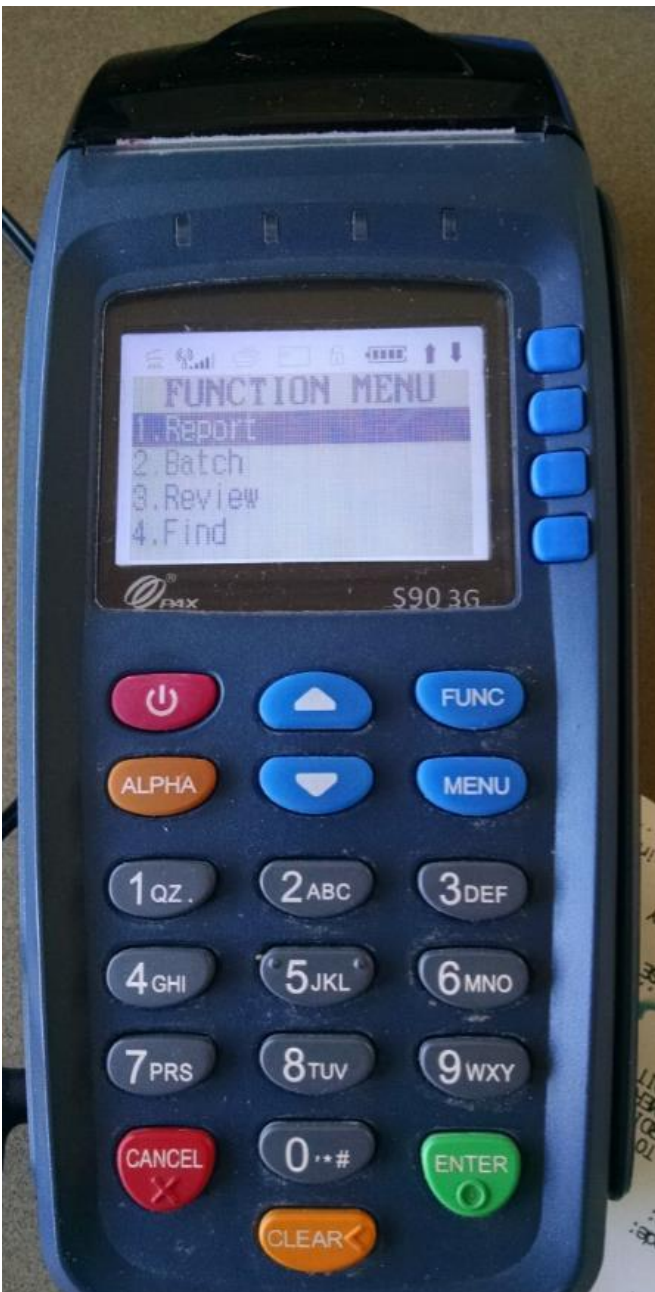
Enter the amount of the sale (for \$10, you will have to enter 1000). Hit ENTER

It will process and print out a first copy. Tear that copy and have the guest sign it. We keep that copy.

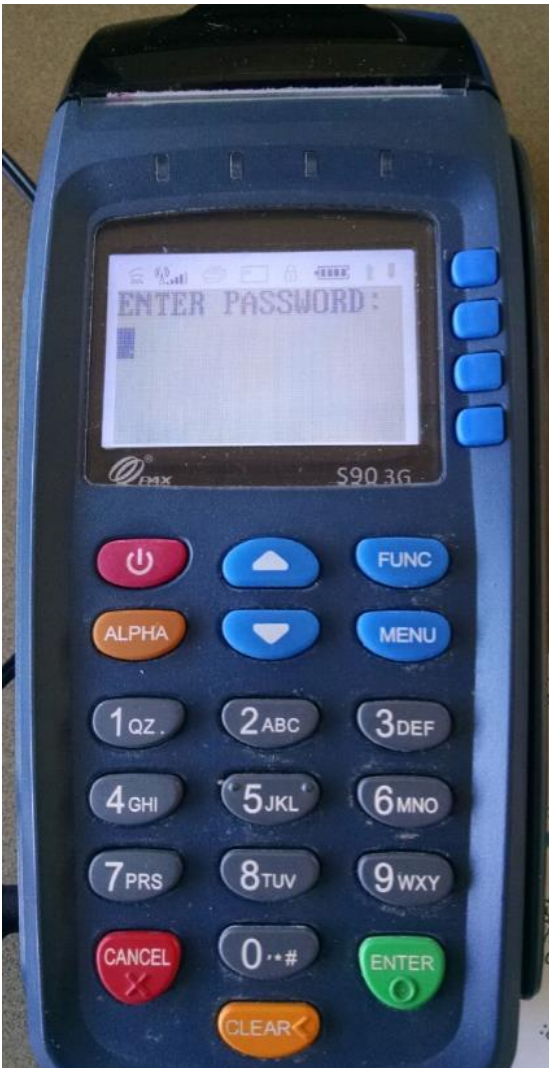
Press any key to have another copy printed to give to our guest for their records.

At the end of the shift, we need to run a BATCH REPORT.

Press the Blue FUNC key



Press 2 for "Batch"



Enter our Password --- "85254" and press Enter



Press “1” for Batch Close.

The machine will print out the sales revenue for the day. Keep this Batch Report slip with all the other signed credit card slips and put them in the lock box with the cash.

11. Bird Bios and QR codes

Many of our birds have QR codes attached to their enclosures for guests to learn more information about them. If guests are interested in using them, tell them to go to their phone’s store and download an QR reader app. There are many free apps for this. Once it is on their phone, when they go to the enclosures, they just have to use the app to scan the QR code on the side of the enclosure. Information about that bird will pop up on their phone.

We also have a few laminated Bird Bio packets that has a map of the Education Trail and information about most of the birds out there. Guests can use those for their time on the trail, but have to return them upon leaving.

12. Interactive Room

We should always have a Guide in the Interactive Room. This room is a hands on learning experience. We also house some animals, including our reptiles in here. Only those who have been trained on handling animals can take them out. But it is best for every guide to have some knowledge about each individual animal as well as about the species in general that we have in the room.

Smart Board

Monitors

Microscope

X-ray machine

Touch Tables

Activity centers

Vision

Talons

Feathers

Beaks

Reading nook/coloring area

13. Education Trail

When children go out on the trail, encourage them to take a Liberty Wildlife Education Trail Challenge (see end of manual for example). Give them a clipboard and pencil. Have them try to complete as much as they can. When they finish, they can return to you in the lobby and you can stamp their paper and/or hands with some of our stamps.

14. Various Information

a. Reptile handling

Until you have gone through reptile handling classes/training, please do not remove any animals from enclosures.

You are able to move items around in the tarantula and scorpion enclosures to show guests the animals, but you must first work with a staff member to ensure you know the proper way.

b. Free admissions

i. For bringing an animal and making a donation

Date _____

of Guests _____

Authorized By _____

18

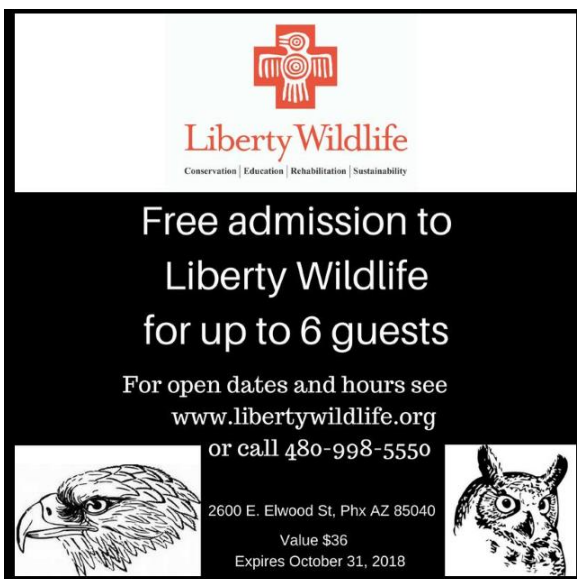
Thank you for bringing in an animal in need and for your generous donation to help cover the cost of our care.

Please use this card to gain free admittance to our public hours today.

If someone brings an animal to the intake window and makes a donation while we are open, the intake window is able to fill out this card to let the visitor get free admission – FOR THAT DAY ONLY. They must still fill out the release form and sign in sheet. Indicate on the sign in sheet that they received free admission.

Please return these cards to the intake window at the end of your shift

ii. From a charity fundraiser



If one of these comes in, please have the guests still fill out the release form and sign in sheet. Indicate on the sign in sheet that they received free admission. Leave the certificate in the cash box.

15. Guide Contact Numbers

Laura Hackett	LauraH@libertywildlife.org	480-228-9174 (c)
Carol Suits	Csuits@q.com	480-296-3940 (c)
Terry Stevens (director of operations)	buteo9@mac.com	602-317-9320 (c)
Jan Miller (animal care)	JanM@libertywildlife.org	480-620-1551 (c)

16. LW Programs

Past programs have included “Days and Nights at Liberty Wildlife”, “The Roadkill Café”, “Guess Who?”, “Big Raptor, Little Raptor”, “Stump the Vet”.

Tell people to check our Facebook page www.facebook.com/liberty.wildlife and our website www.libertywildlife.org to find our public calendar. There we list all our public programs, both on site and off site.

If people want to request a program or have a field trip, direct them to the website and/or give them Laura’s business card.

If people want to volunteer, direct them to the website and/or give them Carol’s card.

17. Examples of Forms at Front Desk – please only use Master Copies for making print out – Do Not Remove from File for Use During Open Hours

- a. **Open Hours Pamphlet**
- b. **Visitor Release Form**
- c. **Sign In Sheet**
- d. **Visitor Survey**
- e. **Trail Challenge (younger and older children)**

Our mission is to nurture the nature of Arizona through wildlife rehabilitation, natural history education and conservation services to the community.

Liberty Wildlife was founded in 1981 by local veterinarian Dr. Kathy Orr. She opened up the wildlife rescue and rehabilitation center on 1.5 acres of her own backyard. In 2016 we were able to open our facility along the Rio Salado

Our building sits on 6.5 acres of reclaimed land. We are a net zero building thanks to a partnership with SRP who donated our solar panels. After a study by the ASU School of Sustainable Solutions we added a water catchment system using cisterns so we can reuse rainwater for our landscaping. The building was built with reclaimed snow fence from Montana.

In 2016, we took in over 6500 injured and orphaned wild animals ranging from hummingbirds to cottontails to bobcats to eagles!

*SIMPLE THINGS YOU CAN
DO TO PROTECT OUR
ENVIRONMENT*

1. Turn off the water while brushing your teeth
2. Recycle
3. Use public transport, carpool, bike or walk
4. Shut down your computer at night to save electricity
5. Turn off lights when you leave a room
6. Use fluorescent light bulbs
7. Eat local
8. Use both sides of a paper
9. Use a canvas shopping bag
10. Plant a tree
11. Clean up fishing line
12. Bring Tupperware to dinner out to hold left overs
13. Vote on behalf of the environment
14. Use reusable water bottles
15. Say no to disposable straws & cutlery

**PLEASE RECYCLE THIS
PAMPHLET IN THE
BASKET IN OUR LOBBY**



Liberty Wildlife
Rehabilitation | Education | Conservation

2600 E. Elwood St

Phoenix, AZ 85040

Hotline: 480-998-5550

www.libertywildlife.org

Find us on Facebook, Instagram
and Twitter

Open to the public Wed, Sat, Sun

10am-1pm

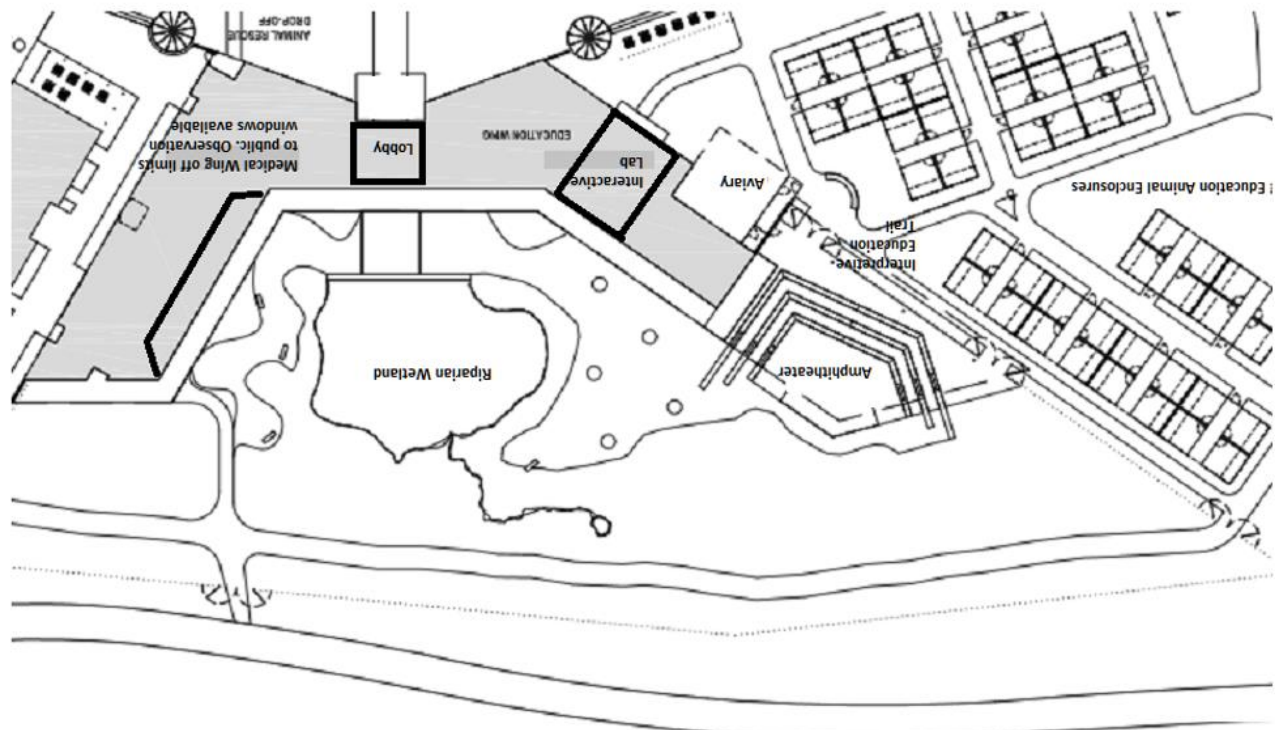
Bird presentation at 11:15

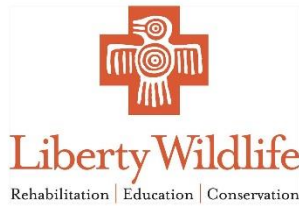
Adults \$6

Seniors/Veterans \$5

Students \$4

4 and under free





VISITOR RELEASE FORM

In visiting Liberty Wildlife, I knowingly assume all risk of personal injury to me and/or anyone under the age of 18 who accompanies me that may occur in the course of visiting the facility. I understand that Liberty Wildlife has rules and guidelines available to me to protect my well-being and that of the wildlife. I agree to abide fully by these rules/guidelines.

Name _____

Address _____

City _____ State _____ ZIP _____

Email _____ Phone _____

Signature _____ Date _____

Name _____

Address _____

City _____ State _____ ZIP _____

Email _____ Phone _____

Signature _____ Date _____

Name _____

Address _____

City _____ State _____ ZIP _____

Email _____ Phone _____

Signature _____ Date _____

Name _____

Address _____

City _____ State _____ ZIP _____

Email _____ Phone _____

Signature _____ Date _____

Guides

[illegible]

Liberty Wildlife

VISITOR SURVEY

Where Are You From?

How Did You Hear About Us?

Did You Enjoy Your Visit?

Please circle one: 1 = Not Fun At All, 5 = Totally Awesome

1 2 3 4 5

How Informative Was Your Visit?

Please circle one: 1 = Not At All Informative, 5 = Totally Informative

1 2 3 4 5

*Is There Any Way We Can Improve
Your Next Visit?* Please use back

LIBERTY WILDLIFE EDUCATION TRAIL CHALLENGE

As you wander through our trail and use the QR codes or the Bird Bios handout, try to answer some of the questions below

1. Have someone measure you against the poster of the various wingspans (located on the wall just past the eagles). What kind of bird are you?
2. What is one of the biggest birds you saw on the trail?
3. Which is bigger – a raven or a crow?
4. What color is the turkey vulture's head?
5. Currently our small owls are housed inside away from the heat of the sun, but there is a sign posted outside listing some of the small owls we have. Guess which one is the smallest of all the owls listed?
6. Write down the name of one of the great horned owls.
7. What is your favorite bird on the trail?
8. Can you draw a picture of your favorite bird?



LIBERTY WILDLIFE EDUCATION TRAIL CHALLENGE

As you wander through our trail and use the QR codes or the Bird Bios handout, try to answer some of the questions below

1. Right by the start of the trail, we have an empty aviary. We are going to use it for smaller native birds and animals that cannot be released. What native animals would you like to see in there?
2. Measure yourself against the poster of the various wingspans (located on the wall just past the eagles). What kind of bird are you?
3. Name a difference between a bald and a golden eagle
4. Talk to the ravens. What did they do or say?
5. Look at the nares (nostrils) of the turkey vultures. Why do you think turkey vultures need a better sense of smell than other birds of prey?
6. Look at the American kestrel "Veto" and then look across the hallway from him at "Sansa". He is a male and she is a female. What is at least one difference between the two?
7. Currently our small owls are housed inside away from the heat of the sun, but there is a sign posted outside listing some of the small owls we have. Guess which one is the smallest of all the owls listed?
8. Write down the name of one of the great horned owls.
9. What is your favorite bird on the trail?
10. Do you know which bird of prey can kill & eat rattlesnakes? (See if a Liberty Wildlife volunteer knows)

Bonus question: In many movies, tv shows and commercials, bald eagles have a majestic scream. In reality, their call is more like a high pitched bark. What bird call is used to dub over the bald eagle in movies etc?