

Volunteer Handbook



Liberty Wildlife

Conservation/Education/Rehabilitation/Sustainability

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

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Mission Statement

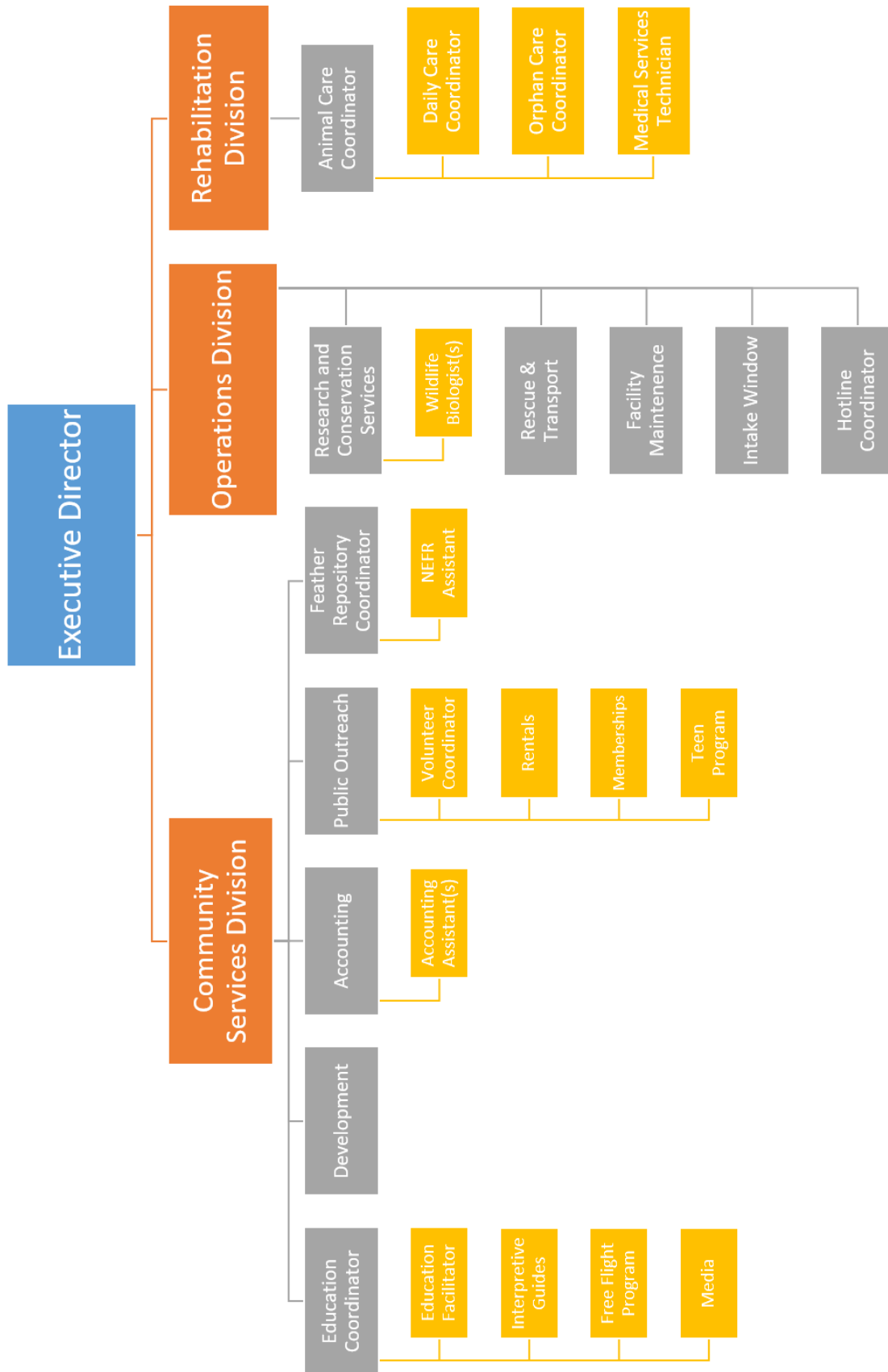
Liberty Wildlife is committed to nurturing the nature of Arizona by providing quality wildlife rehabilitation, environmental education, conservation services and sustainable solutions to the community.

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 new facility, we are 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.



Background Checks

Background checks are required for all new volunteers. The background check will be conducted through Sterling Volunteers at the expense of the volunteer.

You will not be eligible for volunteering at Liberty Wildlife if you have been convicted of any of the following:

- A felony offense
- Certain Class 1 Misdemeanors involving violence or assault, arson, theft, manufacturing or distribution of drugs, animal abuse, or poaching.
- A DUI within the past three (3) years.
- More than one DUI total.

A full list of misdemeanors that disqualify a person from volunteering is kept by the volunteer coordinator. If you believe that you have been unfairly deemed ineligible for volunteering, please reach out to the Liberty Wildlife HR Manager.

Leave of Absence Policy

If a volunteer requests to take a leave of absence from their volunteer duties, the volunteer may only return to their previous position if openings are available. Liberty can make no promise or guarantee that there will be a similar position available on any day, time, or shift. If no position is available for the volunteer, they will be added to the volunteer wait-list and invited back to volunteer as soon as there is an opening that accommodates that volunteer's schedule.

Liberty staff will make every effort to accommodate the volunteer where possible without compromising existing processes and protocols.

Statement 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. In addition, 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 Every Day**: 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 what new procedures, animals, ideas, and programs are happening. 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	Daily Care Coordinator/Alex Stofko
▪ Orphan Care	OC Coordinator(s)/varies
▪ Medical Services	Animal Care Coordinator/Jan Miller
▪ Education	Education Coordinator/Laura Hackett
▪ Rescue and Transport	Rescue & Transport Coordinator/Nathan Thrash
▪ Hotline	Hotline Coordinator/Debbie Ordorica
▪ Communication	Volunteer Coordinator/Nathan Thrash
▪ Facility Maintenance	Facilities Coordinator/Jan Miller
▪ Accounting	HR Coordinator/Carol Suits
▪ NEFR	NEFR Coordinator/Robert Mesta
▪ Publications	HR Coordinator/Carol Suits
▪ Research & Conservation	Biologist/Laura Hackett
▪ Wildlife Guardians	Guardian Facilitator/Kimberly Lake

Step Two: If no resolution at Step One, communicate with the following people by asking for a meeting.

▪ Daily Care Volunteer	Animal Care Coordinator/Jan Miller
▪ Orphan Care	Animal Care Coordinator/Jan Miller
▪ Medical Services	HR Coordinator/Carol Suits
▪ Education	HR Coordinator/Carol Suits
▪ Rescue and Transport	HR Coordinator/Carol Suits
▪ Hotline	HR Coordinator/Carol Suits
▪ Communications	Executive Director/Megan Mosby
▪ Facility Maintenance	HR Coordinator/Carol Suits
▪ Accounting	Executive Director/Megan Mosby
▪ NEFR	HR Coordinator/Carol Suits
▪ Publications	Executive Director/Megan Mosby
▪ Research and Conservation	HR Coordinator/Carol Suits
▪ Wildlife Guardians	HR Coordinator/Carol Suits

Step Three: Submit a written complaint to the Grievance Committee c/o HR Coordinator. Their decision will be final.

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

Sexual Harassment

Sexual harassment is a type of harassment technique that relates to a sexual nature and the unwelcome or inappropriate promise of rewards in exchange for sexual favors. Sexual harassment includes a range of actions from mild transgressions to sexual abuse or assault.

Liberty Wildlife is committed to providing a safe environment for all its employees and volunteers free from discrimination on any ground and from harassment including sexual harassment. Liberty Wildlife will operate a zero tolerance policy for any form of sexual harassment, treat all incidents seriously, and promptly investigate all allegations of sexual harassment. Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal. All complaints of sexual harassment will be treated with respect and in confidence. No one will be victimized for making such a complaint.

Sexual harassment is unwelcome conduct of a sexual nature that makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment that is hostile, intimidating or humiliating for the recipient. Sexual harassment can involve one or more incidents and actions constituting harassment and may be physical, verbal and non-verbal.

Examples of conduct behavior that constitutes sexual harassment include, but are not limited to the following:

Physical conduct

- Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, or inappropriate touching
- Physical violence, including sexual assault
- The use of job-related threats or rewards to solicit sexual favors

Verbal Conduct

- Comments on appearance, age, private life, etc.
- Sexual comments, stories, and jokes
- Sexual advances
- Repeated and unwanted social invitations for dates or physical intimacy
- Insults based on the sex of the person
- Condescending or paternalistic remarks
- Sending sexually explicit messages (by phone, email, or mail)

Non-Verbal

- Display of sexually explicit or suggestive material
- Sexually suggestive gestures

Anyone can be a victim of sexual harassment, regardless of their sex and of the sex of the harasser. Liberty Wildlife recognizes that sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed.

Anyone, including employees of Liberty Wildlife, volunteers, clients, customers, casual workers, contractors or visitors who sexually harasses another will be reprimanded in accordance with this internal policy.

Anyone who is subject to sexual harassment should, if possible, inform the alleged harasser that the conduct is unwanted and unwelcome. Liberty Wildlife recognizes that sexual harassment may occur in unequal relationships (i.e. between staff and his/her volunteers) and that it may not be possible for the victim to inform that alleged harasser. If a victim cannot directly approach an alleged harasser, he/she can approach one of the designated staff members responsible for receiving complaints of sexual harassment. This person could be another staff member, a human resources person or the Executive Director.

Child Abuse Prevention Policies

Liberty Wildlife's child abuse prevention policies promote a positive, nurturing environment while protecting youth, staff, and volunteers.

General Policies

- To protect staff, volunteers and youth, staff/volunteers are not to be alone with a single child (unless approved) where he or she cannot be observed by others.
- In situations where one-on-one interactions are approved, such as tutoring and private coaching sessions, staff and volunteers should observe the following policies to manage the risk of abuse or false allegations of abuse:
 - When meeting one-on-one with youth, always do so in a public place where you are in full view of others.
 - Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
 - If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
 - Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
- Staff/volunteers will never leave a child unsupervised.
- Restroom supervision: staff/volunteers will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteers will monitor the restroom area while it is being occupied by children. This policy allows privacy for the child and protection for the staff (not being alone with a child). If staff is assisting younger children, doors to the facility must remain open. The "rule of three" will be followed (i.e. two children and one staff; two staff and one child; or a staff, child, and volunteer) at all times.
- Staff/volunteers will take note of a fever, bumps, bruises, burns and all symptoms or issues that are visible on a child. Questions or comments will be addressed to the parent or child in a non-threatening way. If a child states that the parent caused an injury, staff/volunteer will contact the HR Coordinator immediately. Staff/volunteers will document any questionable marks or responses.
- Staff/volunteers will respond to children in a respectful manner and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
- Staff/volunteers may not transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
- Staff/volunteers may not be alone with children they are meeting outside of Liberty Wildlife functions. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require written documentation and prior administrator approval.

- Liberty Wildlife prohibits the access, display, production, possession, or distribution of pornography on the Liberty Wildlife property or equipment or during associated activity.
- Staff/volunteers will not give excessive gifts (e.g. TV, video games, jewelry) to youth.
- Staff/volunteers may not date participants who are under the age of 18.
- Under no circumstances will staff/volunteers release children in child programs to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file).
- Staff/volunteers are to report to a supervisor any observation or suspicion of another staff or volunteer in violation of these policies.
- Staff/volunteers will not abuse children in any way, including:
 - Physical abuse- striking, spanking, shaking, slapping
 - Verbal abuse- humiliating, degrading, threatening
 - Sexual abuse- touching or speaking inappropriately
 - Mental abuse- shaming, withholding kindness, being cruel
 - Neglect- withholding food, water, or basic care
- We do not tolerate the mistreatment or abuse of one youth by another youth.

Bullying

We do not tolerate any behavior that is classified under the definition of bullying. To the extent that such actions are disruptive, we will take the necessary steps to eliminate such behavior.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- Physical bullying
- Verbal bullying
- Nonverbal or relational bullying
- Cyberbullying
- Hazing
- Sexualized bullying

Appropriate and Inappropriate Physical/Verbal Interaction

Liberty Wildlife encourages appropriate physical and verbal interactions with youth and prohibits inappropriate displays of physical contact. Any inappropriate physical or verbal interactions by staff/volunteers towards youth in Liberty Wildlife programs will result in disciplinary action, up to and including termination of employment or volunteer experience.

- Staff/volunteers will respect children's rights not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.

- Staff/volunteers will refrain from intimate displays of affection in the presence of children, parents, and staff/volunteers.

Liberty Wildlife's policies for appropriate and inappropriate physical verbal interactions are:

Appropriate Physical Interactions	Inappropriate Physical Interactions
<ul style="list-style-type: none"> ▪ Side hugs ▪ Shoulder-to-shoulder hugs ▪ Pats on the shoulder or back ▪ Handshakes ▪ High-fives and hand slapping ▪ Verbal praise ▪ Pats on the head when culturally appropriate ▪ Touching hands, shoulders, and arms ▪ Arms around shoulders ▪ Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> ▪ Full-frontal hugs ▪ Kisses ▪ Showing affection in isolated area ▪ Lap sitting ▪ Wrestling ▪ Piggyback/shoulder rides ▪ Tickling ▪ Allowing a youth to cling to an employee/volunteer's leg ▪ Any type of massage given by or to a youth ▪ Any form of affection that is unwanted by the youth or staff or volunteer ▪ Compliments relating to physique or body development ▪ Touching bottom, chest, or genital areas

Appropriate Verbal Interactions	Inappropriate Verbal Interactions
<ul style="list-style-type: none"> ▪ Positive reinforcement ▪ Appropriate jokes ▪ Encouragement ▪ Praise 	<ul style="list-style-type: none"> ▪ Name calling ▪ Inappropriate jokes ▪ Discussing sexual encounters ▪ Involving youth in personal problems ▪ Secrets ▪ Cursing/profanity ▪ Off-color or sexual jokes ▪ Shaming ▪ Belittling ▪ Derogatory remarks about the youth or his/her family ▪ Harsh language that may frighten, threaten or humiliate youth

Appropriate Electronic Communication	Inappropriate Electronic Communication
<ul style="list-style-type: none"> ▪ Sending and replying to email and text from youth only when copying youth's parent(s) ▪ Communicating through organization group pages on social media ▪ Private profiles for staff which youth cannot access 	<ul style="list-style-type: none"> ▪ Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating comments ▪ Sexually oriented conversations ▪ Private messages between staff/volunteers and youth ▪ Posting pictures of organization participants on social media sites ▪ Posting inappropriate comments on pictures ▪ 'Friending' participants on social networking sites ▪ Taking pictures of participants

Child Abuse Reporting Guidelines

Every staff member and volunteer has a legal and ethical duty to report any reasonable suspicion of child abuse, molestation, neglect, or sexual misconduct to the appropriate legal authority. Suspicion means that it is understandable for a person to entertain such suspicion, drawing when appropriate on his or her training and experience to suspect abuse. The Arizona Department of Child Safety will determine accuracy of the report.

Types of abuse:

- Physical
- Neglect
- Emotional
- Sexual

If a staff/volunteer member suspects or knows of abuse, they are to immediately report to their supervisor, or appropriate staff member on organization chart. Suspected abuse can be observed, told or overheard. The staff member should be careful to only listen to the child and not make him/her feel questioned or interrogated. If you feel that the child is in immediate danger, call 9-1-1.

The supervisor and staff member will privately meet with the child. The entire conversation will be documented and signed off by all staff involved. Supervisor reinforces to the staff the importance of confidentiality for the safety of all involved.

All reports of suspicious or inappropriate behavior with youths or allegations of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made and investigated.

If any staff member or volunteer is named in a suspected case, Liberty Wildlife leadership will suspend their employment and/or volunteer responsibilities immediately during the investigation process.



Liberty Wildlife

Conservation/Education/Rehabilitation/Sustainability

Child Abuse Prevention Policies & Reporting Guidelines

I have read and fully understand that I have a legal and ethical duty to report suspected mistreatment or abuse of youth. No type of abuse will be tolerated and may be cause for immediate termination. We are committed to providing all youth with a safe environment. I also fully understand and agree to comply with the Child Abuse Prevention Policies and Reporting Procedures.

Employee /Volunteer Signature	Print name	Date
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I understand that any violation of the Child Abuse Prevention Policy may result in immediate termination of my employment/volunteer experience.

Employee/Volunteer Signature	Print Name	Date
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Employee/Volunteer Print Name	Employee/Volunteer Primary Position
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Employee/Volunteer's Supervisor Signature	Print Name	Date
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*Staff Only: This form must be signed and given to the Executive Director within 10 business days of completion

**Employee/Volunteers may keep the Child Abuse Prevention Policies and Reporting Guidelines document

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 Human Resources Coordinator or Executive Director. This can be done by way of letter, e-mail, or telephone.

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.

Campus Safety Plan

Campus Safety Plan

ACTIVE SHOOTER SCENARIO	FIRE ALARM PROCEDURES	BOMB THREATS/EXPLOSIONS	HAZARDOUS MATERIALS
<p>If you witness the incident, call 911!</p> <ul style="list-style-type: none"> Be prepared to give details: location, suspect, description, how many people are involved, type of weapon (handgun, etc). If possible, safely exit the building. OR Seek immediate shelter behind locked door/barricade and warn others. Turn off lights, and stay away from windows. Direct others to remain in locked rooms. Remain in locked rooms until 'all clear' is given by officials or emergency personnel. <p>Remain calm at all times.</p>	<p>To report an emergency: Call 911</p> <p>If you hear a FIRE ALARM:</p> <ul style="list-style-type: none"> Turn off electrical equipment. Close doors to prevent spreading fire. Evacuate to an open area at least 100 yards upwind away from affected building(s). <p>If you discover a FIRE:</p> <ul style="list-style-type: none"> Activate the nearest fire alarm. Call 911 Notify others in the area Evacuate to an open area at least 100 yards away upwind from the affected building(s). <p>Remain in a safe location until 'all clear' is given by officials or emergency personnel.</p>	<p>If you receive a bomb threat: Collect as much info as possible from caller When threatening call is received, attempt to learn the following:</p> <ul style="list-style-type: none"> When is the bomb set to go off? What is the explosive? What does it look like? Where in the building is it? What does the person's voice sound like and are there any identifiable sounds in the background? (man, woman, child, accents, etc) What was the exact wording of the threat? <p>Immediately after receiving the threat:</p> <ul style="list-style-type: none"> Call 911 Notify others in the area. Appropriate personnel will begin a search of buildings and grounds for suspicious items. <p>If a bomb is found, isolate the area:</p> <ul style="list-style-type: none"> Evacuate the area of the building, (take personal belongings that are within reach). <p>IN THE LOCATION OF THE BOMB, DO NOT DO ANY OF THE FOLLOWING:</p> <ul style="list-style-type: none"> Handle the device, use two-way radios, use cell phones, use pagers, or turn lights on/off. <p>Keep all people a minimum of 300 yards away from the area where the bomb is located.</p> <p>Only emergency personnel should enter the area.</p> <p>Re-enter the building after the all clear is given by officials or emergency personnel.</p>	<p>If the situation is life threatening:</p> <ul style="list-style-type: none"> EVACUATE THE AREA! Call 911 and the Arizona Department of Environmental Quality 602-771-2330 or 1-800-237-5677, they are available 24 hours, 7 days a week. Give location and description of hazardous materials. Stay on the phone to give additional info while units respond. Close off the affected area. If in a room, close the door or building when exiting. Keep everyone away. DO NOT TURN OFF/ON ANY LIGHTS OR ELECTRICITY. (Emergency personnel responding will decide the appropriate action) If outside, evacuate to an area at least 100 yards upwind of the building or source. Obtain material safety data sheets for substances Note the names of any victim and their physical symptoms. Assign others to stay with them until medical personnel arrive to treat them.



Liberty Wildlife
Conservation/Education/Rehabilitation/Sustainability

ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



RUN



HIDE



FIGHT

CALL 911 ONLY WHEN IT'S SAFE TO DO SO



RUN



HAVE AN ESCAPE PLAN



EVACUATE



LEAVE YOUR BELONGINGS



HELP OTHERS
IF POSSIBLE



DO NOT MOVE
WOUNDED PEOPLE



HIDE



BE OUT FROM
SHOOTER'S VIEW



LOCK DOORS
AND BLOCK THEM WITH FURNITURE



KEEP YOUR OPTIONS
FOR MOVEMENT



SILENCE PHONE



BE QUIET



FIGHT



ACT AGGRESSIVELY



INCAPACITATE
THE ACTIVE SHOOTER



THROW OBJECTS



YELL AND CALL FOR HELP

**FIGHT ONLY
AS A LAST RESORT**

BE PREPARED



CALL 911

WHEN LAW ENFORCEMENT ARRIVES



CALL 911
WHEN YOU ARE SAFE



GIVE INFORMATIONS
TO THE OPERATOR



FOLLOW THE INSTRUCTIONS
OF POLICE OFFICERS



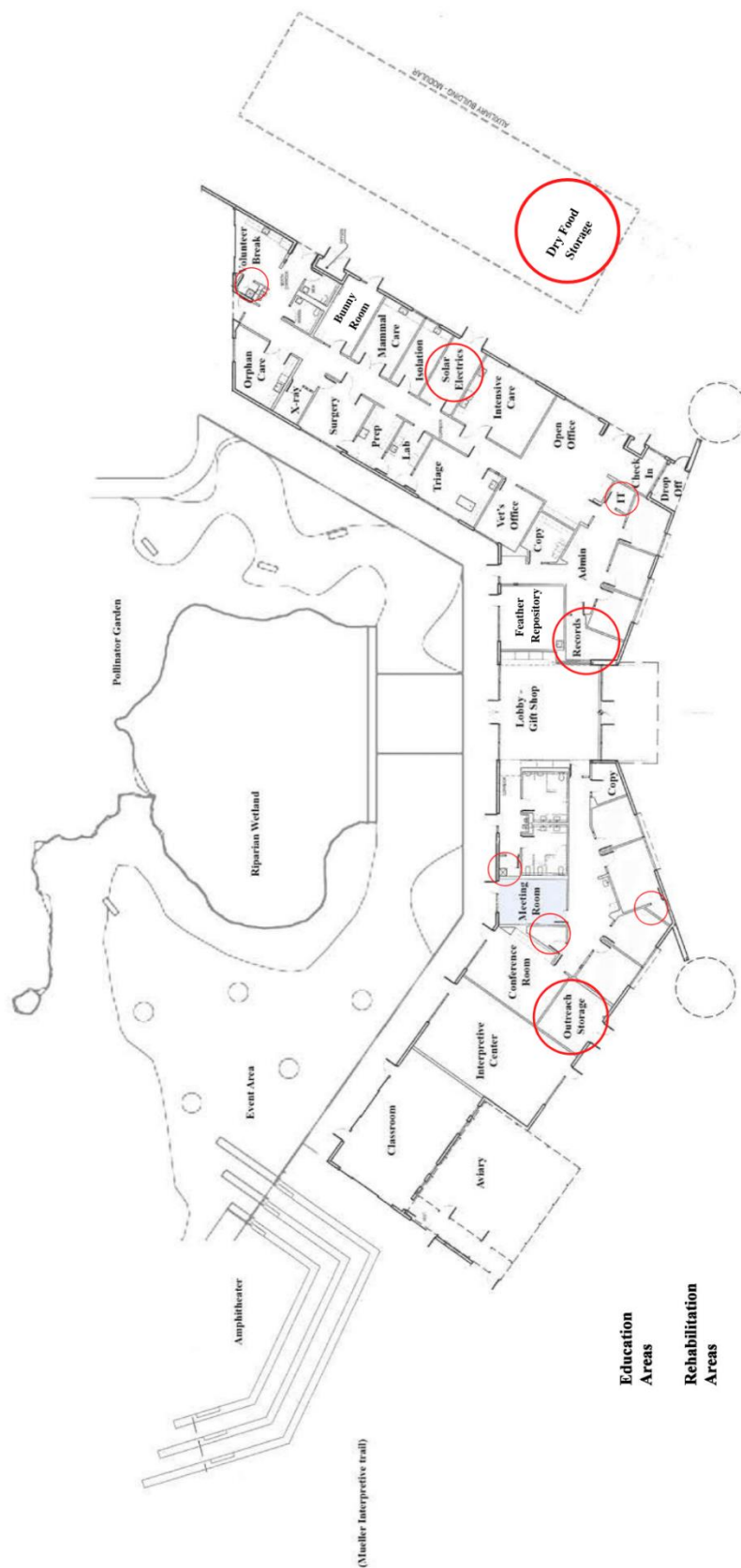
DROP ANY OBJECT



KEEP HANDS VISIBLE




ACTIVE SHOOTER SAFETY GUIDELINES

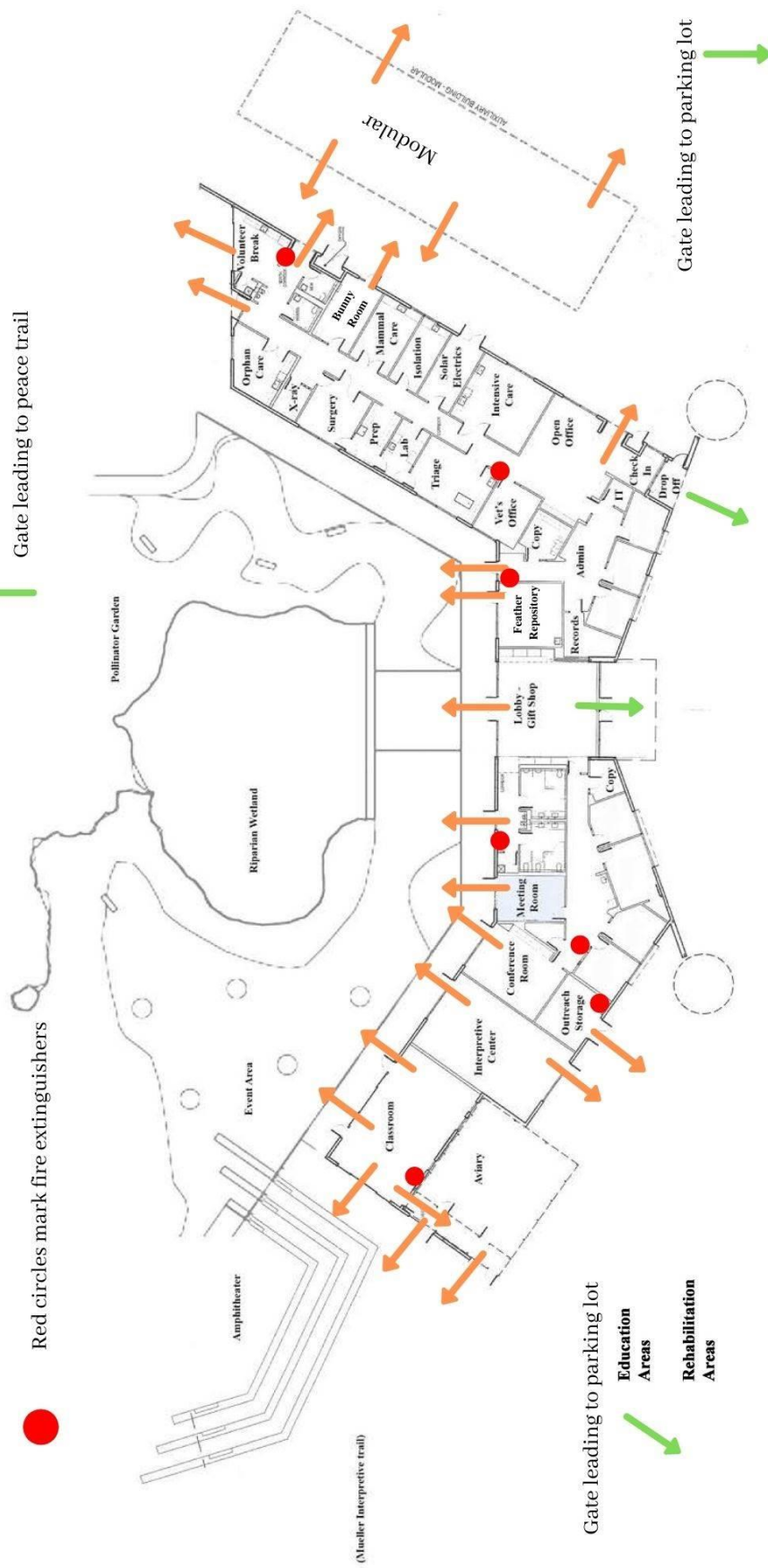
PLACES ON CAMPUS TO HIDE



IN THE CASE OF AN ACTIVE SHOOTER

EXITS

-  Green arrows lead off the property
-  Orange arrows lead to outside
-  Red circles mark fire extinguishers



PARKING LOT

Policy Regarding the Medical Status of LW Rehab and Education Animals

This policy is regarding the medical statuses or condition of LW rehab and education animals *as well as any wildlife encountered by the public and the public is seeking advice*. Background: We are often asked to provide updates on the health and status of wildlife in our care. This is especially true for volunteers who interface with the public such as hotline, intake, rescue, education, guides and many times on social media.

Our Policy is to advise the public that as a rule, we will not provide wildlife medical/health information because of the volume of animals we take in, especially during the busy season, and because of our limited resources to do whatever research is needed to answer their questions. Also, it is our policy to refrain from giving medical or care information in person or on social media when identifying as a Liberty Wildlife Volunteer.

Staff members will determine when, what and to whom wildlife medical/health and care information will be disseminated. Please speak with your department staff member if you have questions. Thank you.

Educating the Public

Volunteers play an important role in educating our guests about Liberty Wildlife. Remember that when talking with visitors. They may be recording you or planning to write about what you say for an article/social media post. If you are asked a question and do not know the answer, say that you will find out for them. Do not guess or pass on second-hand information not verified by staff, your training or your own research.

You are a representative of Liberty Wildlife and therefore should not be expressing your personal opinions. We do not have a political, racial or religious stance here.

Liberty Wildlife management reserves the right to ensure removal of all material deemed inappropriate at any time.

Social Media Policy

Volunteers and staff at Liberty Wildlife have many opportunities for social media posting of rescued and rehabilitated animals as well as posts of our programs and animal ambassadors. When you post any photo, story or comment involving Liberty Wildlife, you are representing the organization, regardless of whether you are staff, a volunteer, or an intern.

In order to operate as a rehabilitation facility, Liberty Wildlife has had to qualify for many different permits. These are all legally binding and give us certain guidelines that we must follow. Any deviance from what Federal agencies allow can lead to Liberty Wildlife losing rights and permits.

While photographs and videos are a common source of communication, remember they can easily be misinterpreted when placed out of the context.

If you are a rescue volunteer, your concern is the prompt and safe transport of the animal to Liberty Wildlife with the least amount of stress to the animal. Do not take any pictures/videos of the rescue or the animal since this will delay the rescue process and increase the transport time to the hospital.

When you are on the medical side of Liberty Wildlife, you are in a private area in order to protect the wellbeing of the animals in our care. Do not take any pictures/video of animal that is undergoing medical treatment and is obviously in pain/distress, or seems scared or uncomfortable in any way. Be aware that while you may be focused on the animal in front of your lens, what is behind that animal can be taken out of context.

We do not want to show:

- Dirty cages/enclosures
- Carcasses of animals that have passed on
- Carcasses of the animals that will be fed to those in our care
- Blood and/or bad wounds

If you do take a picture of a rehabbing animal on our hospital side and think it is worth sharing on social media, pass it on to a staff member who can post it on our social media sites. You may share from there.

When you do share or reply to a post about Liberty Wildlife, make sure that you are representing yourself honestly and are being truthful/factual. If you pause to question something that you are about to post, there is probably a good reason behind your pause. If you need help determining what is ok to write/post, please contact any staff member of Liberty Wildlife and they can guide you through what is appropriate or not.

Policy on Giving Advice Through Social Media

Liberty Wildlife volunteers may not give out any advice through social media while identifying themselves as a Liberty Wildlife volunteer. If you see a post on social media about an injured, orphaned, or ill animal the only acceptable response, as a liberty wildlife volunteer, would be to advise them to call our wildlife hotline (480) 998-5550. In order to reach our hotline, the public will need to press 1, then press 2. They will be required to leave a message before speaking to a live person. Do not have the member of the public message Liberty Wildlife on social media. The hotline is the quickest way for a member of the public to get advice on what to do with the injured, orphaned, or ill animal. Giving out the incorrect information on social media may put us in violation of our permits.

Rules for Private Tours

The following rules are in place to ensure the safety and comfort of the animals and visitors.

The public is welcome to visit Liberty Wildlife during our publicized open hours. During that time, they may engage in a self-directed tour of our public spaces that includes the Children's Interactive Lab, the large classroom (when programs are scheduled), the amphitheater and Interpretive Trail.

An adult must accompany minors with an ideal ratio of 3 minors per adult. Visitors are requested to stay on Interpretive Trail paths and off the rocks designed to provide safety for both visitors and animals.

Private tours are available through scheduling with our Education Coordinator via the Education section on our website, www.LibertyWildlife.org.

Photographs may be taken of any animal that an authorized handler has out of an enclosure or any animals involved in programs. In keeping with our permit requirements, photographs taken on campus cannot be published, sold, reproduced, transferred, distributed, or otherwise commercially exploited in any manner whatsoever without written consent by Liberty Wildlife. Videography is strictly prohibited.

Friends and Family Tours

Volunteers are welcome to provide tours for family and friends when not on duty. All tours must be scheduled and on Liberty Wildlife's calendar. Email the Education Coordinator to determine availability of the facility. Restrictions should be discussed such as specific rehab issues, animal intake volumes or other seasonal considerations. All visitors must sign the visitor sheet and the volunteer must badge in and out. If tours coincide with open hours, volunteers are encouraged to give access preference to the public.

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

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 or Daily 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 which they use to stab prey or possible predators with deadly accuracy. The sharp talons on raptors can be a risk, too. Don't 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



Liberty Wildlife
Conservation/Education/Rehabilitation/Sustainability

Individual Incident Report

Name of Injured: _____ Date: _____

Home Address: _____

Where Incident Occurred: _____

Address: _____

Date & Time of Incident: _____ am/pm

Nature of Injury: _____

Witness(es) to Incident: _____

Medical Treatment Provided: _____

How did incident happen? (In your own words, describe exactly what job you were performing and what went wrong.)

What steps are you taking to prevent a similar incident? _____

Injured Signature _____ Date: _____

Liberty Staff Signature _____ Date: _____

Zoonosis

People always ask, "Can I catch anything from these animals?" The answer is "Yes." This is referred to as zoonosis or an animal disease 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 to 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. trachomatis* (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*, *Toxocara canis* (dogs and wild canids), *Toxocara cati* (cats and wild felids), and *Baylisascaris columnaris* (skunks). Humans become infected by accidentally ingesting infected 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

Banner Occupational Health Clinics

www.BannerHealth.com/occhealth

Banner Desert Occupational Health Clinic

2225 West Southern Avenue, Mesa, AZ 85202

Phone: 480-412-3275 Fax: 480-412-8760

Hours: Monday-Friday 7am – 6pm

Banner Thunderbird Occupational Health Clinic

Paseo Medical Plaza

5601 West Eugie Avenue, Suite 213 Glendale, AZ 85304

Phone: 602-865-5618 Fax: 602-865-5651

Hours: Monday-Friday 7am - 6pm

BUMC-Phoenix Occupational Health Clinic

Edwards Medical Building

1300 North 12th Street, Suite 520, Phoenix, AZ 85006

Phone: 602-839-4456 Fax: 602-839-3182

Hours: Monday-Friday 6am - 10pm, Saturday & Sunday 8am - 4pm

Banner Gateway Occupational Health Clinic

1920 North Higley Road, Suite 108, Gilbert, AZ 85234

Phone: 480-543-3300 Fax: 480-543-2689

Hours: Monday-Friday 7am – 6pm

Banner Estrella Occupational Health Clinic

Estrella Medical Plaza

9305 West Thomas Road, Suite 235, Phoenix, AZ 85037

Phone: 623-327-4100 Fax: 623-327-4170

Hours: Monday-Friday 7am – 6pm

Animal Husbandry Technician

Reports to: Animal Care Coordinator, Daily Care Coordinator, or Volunteer Coordinator

Age Requirement: 16-18

Shift Duration: approximately 3 hours

Job Responsibilities:

- Clean cages & bins
- Wash, dry, fold and put away laundry
- Sweep & mop the hallways, Triage, and ICU
- Sweep the outside hallway between the modular and the hospital
- Break down & recycle cardboard boxes
- Empty the trash & recycling bins
- Assist with various hospital projects
- Assist with grounds maintenance

Essential Functions:

- Cleaning and upkeep of the medical wing at Liberty Wildlife.

Knowledge, Skills, and Abilities:

- Strong organizational skills
- Clear communications skills
- Ability to clean thoroughly (including prior knowledge of how to sweep, mop, and do laundry)
- Ability to follow directions and protocols

Communications/Marketing 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

Age Requirement: 18 years or older

Shift Duration: approximately 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 Wildlife
- Being a team player
- Willingness to adapt to change

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

Education Volunteer

Reports to: Education Coordinator

Prerequisites: 6 Months volunteering in another department at Liberty Wildlife

Shift Duration: Five (5) hours

Apprentice handler

Job Responsibilities:

Participate in at least one (1) formal presentation and one (1) booth setting

Apprentice to a Volunteer In Charge (VIC), boxing birds, loading vehicles, setting up shows

Essential Functions:

Begin handling (holding) at shows

Begin speaking at shows when comfortable

Attend meetings

Learn how to pack up, do, and un-pack shows

Learn as much as you can, and have fun!

Knowledge, Skills, and Abilities:

Attend Liberty Wildlife Education training (6 weeks), learning information about the animals, how to do presentations, handling class, and an emergency procedures class.

Handler/Presenter

Job Responsibilities:

Volunteer in shows with VIC's

Work on handlings skills, and learning to handle higher level birds in addition to doing shows

Essential Functions:

Receive scheduled shows and making sure they happen

Calling the contact person to confirm and get directions, explain our needs, discuss content of presentation

Schedule at least one (1) other education volunteer to do the show with you

In charge of choosing animals to take, packing up and unpacking show

Train new volunteers

Continue gaining experience on handling birds

Attend monthly Education group meetings

Facility Maintenance Volunteer

Reports to: Animal Care Coordinator or Daily Care Coordinator

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
- Define materials list; buy if not donated
- 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 Jan and take ideas from National Rehab organizations for caging, etc.
- Help people like Terry Stevens 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's auction
- 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

Hotline Volunteer (cont.)

- 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

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
- Pleasant phone manners
- Courteous, compassionate & understanding
- Desire to educate the community
- Commitment to provide accurate service
- Willingness to listen carefully
- Strong organizational skills

Required Tools:

- Phone – Land line or cell
- Computer
- Current/updated paper back-up manual

Intake Window Volunteer

Reports to: Intake Window Coordinator

Shift Duration: approximately 4 hour shift

Job Responsibilities:

- Intake new patients at the Intake Window during your scheduled shift
- Ensure all information is entered into the database and provide Medical Services with proper intake form for each patient

Essential Functions:

- Greet public and ask them all required questions for the intake form
- Place animal into proper berry basket, bin, or cage depending on species and size
- Ask public for donations during the intake process
- Make up medical folders for raptors, mammals, and waterfowl
- Prepare berry baskets and bins for future intakes
- Keep intake area clean and organized
- Identify different species of animals
- Find coverage for your shift if you are unable to make it in
- Assist with any other functions as needed

Knowledge, Skills, and Abilities

- Timeliness and dedication to the shift you have chosen
- Ability to handle stress in a changing environment
- Ability to interact with members of the public in a professional and mature manner
- Able to type on a computer, and have basic reading and writing skills
- Ability to learn to identify the different species that arrive

Interactive Guide

Reports to: Education Coordinator

Shift Duration: approximately 4 hour shift

Job Responsibilities:

- Greet public as they attend Open Hours
- Disinfect public areas, such a lobby and interactive, according to CDC COVID directions
- Take fees for admission, donations and handle gift shop sales
- Talk with visitors about the Interactive Room, Non-Eagle Feather Repository, Education Trail and the basic facts/stories about Liberty Wildlife to help them gain an understanding of what we do and why.
- Can occasionally sign up to lead private tours, help with field trips and special events.

Essential Functions:

- Communicate with visitors, staff and volunteers
- Provide information about Liberty Wildlife and our mission
- Create a welcoming atmosphere for guests
- Able to follow directions and protocols set by Liberty Wildlife
- Being a team player
- Willingness to adapt to change

Knowledge, Skills, and Abilities

- Any knowledge about Liberty Wildlife is helpful, but you will learn on the job
- Any wildlife knowledge is helpful
- The ability to work in a team setting
- Able to work with minimal supervision
- The ability to communicate clearly with a team and with guests/visitors
- Consistency and dedication to your schedule and team

Medical Records Data Entry Volunteer

Reports to: Animal Care Coordinator

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

Job Responsibilities:

- Input all required animal medical data into Liberty Wildlife's computer system
- Ensure all records are properly contained, recorded, and filed per current year records
- With direction from Animal Coordinator, input all required Raptor data into Liberty database
- Provide Year End Reports for Game & Fish Department and appropriate copies of Liberty Wildlife

Essential Functions:

- Gather all Liberty Wildlife animal entry sheets and separate all Native and Non-Native records
- Numerically sort all Native records and correct any duplicates
- File Native (white sheet) records within current year Native records container
- Gather all Liberty Wildlife Final Disposition paperwork and organize per Native and Non-Native animals
- Numerically sort all Native Final Disposition paperwork
- Upon completion of numerically sorting Native Final Disposition paperwork, input Final Disposition information into database
- Upon completion of inputting Native Final Disposition paperwork, file paperwork within current year container (all forms filed in numerical order)
- At Year End, ensure all Native data is recorded properly within Animal report and ensure that all required reports are completed properly

Knowledge, Skills, and Abilities:

- Above average typing and computer skills
- Ability to decipher all types of hand writing
- Good organizational skills
- Good communication skills
- Ability to interact well with all other volunteers within Liberty

Medical Services Volunteer

Reports to: Animal Care Coordinator

Prerequisites: 6 Months volunteering in Daily Care

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.)
- 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
- Communication with co-workers, supervisor and all other volunteers
- Requires good work ethic
- Be able to work as a Team with all volunteers and get along with others
- 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

Orphan Care Volunteer

Reports to: Orphan Care Coordinator

Age Requirement: 16 years or older

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) assessing, 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
- Completes Orphan Care Checklist
- Works with teammate(s) along with other volunteers (such as Medical Services) while maintaining focus on Liberty's mission and philosophy

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
- Keeps supplies in stock; fills food (inside supply) when needed. Notifies staff when food needs to be re-stocked
- 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
- Attends department meetings and training on a regular basis

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

Rescue Transport Volunteer

Reports to: Volunteer Coordinator

Age Requirement: 18 years or older

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
- 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

Teen Guide

Reports to: Volunteer Coordinator

Age Requirement: 13-17

Shift Duration: approximately 4 hour shift

Job Responsibilities:

- Set up and break down ‘booths’ before and after open hours
- Present educational information at ‘booths’ during our open hours
- Present educational information in the Interactive Lab.

Essential Functions:

- Present educational information to the public during open hours
- Develop your public speaking skills
- Respect the animals, other volunteers, supervisors, and visitors.

Knowledge, Skills, and Abilities

- Ability to interact with the public
- Must have an eagerness to learn

Advanced Training Opportunities

As a volunteer at Liberty Wildlife you are required to participate in a department for at least three (6) 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 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 once a 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.

Handbook Questionnaire

Q: What convictions disqualify someone from volunteering?

A:

Q: How many fire extinguishers are located in the main building?

A:

Q: What is our policy when advising the public on why can't update them on medical/health of their drop off?

A:

Q: What do you when you don't know the answer to a question?

A:

Q: Are you allowed to post pictures of rehabbing animals on social media/internet?

A:

Q: What types of pictures can be taken and posted?

A:

Q: Any private tours must be scheduled through who?

A:

Q: What, other than the actual bird, is protected by the Migratory Bird Treaty Act?

A:

Q: In general safety, when should goggles be worn?

A:

Q: What vaccination must you have to work with wildlife?

A: