

Intake Window 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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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.

Policy Regarding the Medical Status of LW Rehab and Education Animals

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.

Staff members will determine when, what and to whom wildlife medical/health 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 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, volunteers, or 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.

Intake Instructions

There are two basic ways animals get to Liberty Wildlife. When someone calls up about an injured or orphaned animal, the hotline determines if the caller can bring it to us or if we need to send a rescue/transport volunteer out to get it. Those animals that are relatively harmless, like backyard song birds, rabbits and squirrels or any animal already contained in a box or carrier may be brought in by the public. Raptors, waterfowl, large mammals, and others we think pose a danger will be rescued and transported by one of our rescue/transport volunteers.

The Intake Window is the first and sometimes the only face-to-face contact the public may have with Liberty Wildlife. Keep in mind, people making the effort to bring wildlife to Liberty care about them just like you do.

During the fall and winter, the intake rate is very slow, but during the spring and summer, the numbers explode, approaching a hundred or more in a day.

The basic idea and job of the Intake Window is to intake animals brought to us by identifying it, log it in, and placing in Triage to be assessed by the Medical Services team. We have tried to simplify the process as much as possible, when it gets busy, speed is paramount. In the next few pages, we'll try to outline the procedure to make it easy for everyone. In any event, there is always somebody down the hall (in Triage, ICU, or Orphan Care) who can give you any assistance that might be required. **DON'T HESITATE TO ASK FOR HELP!**

An animal arrives:

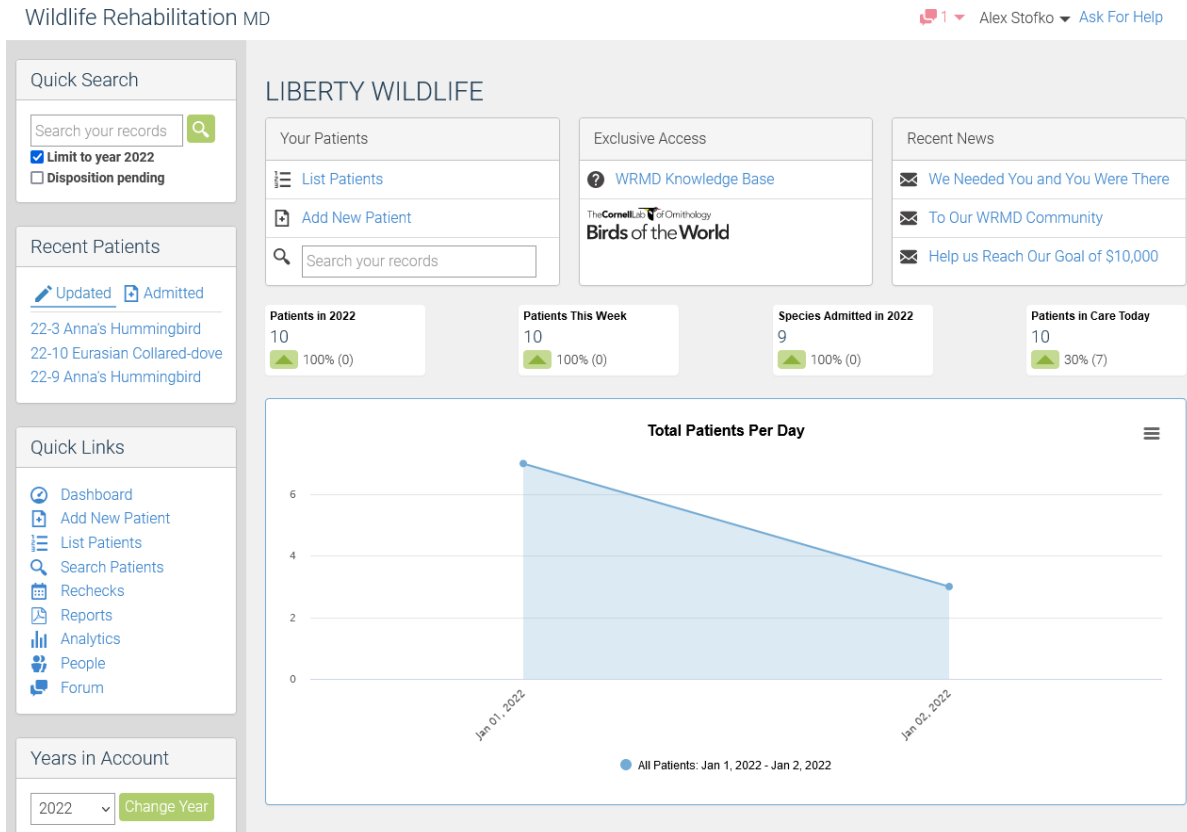
Always use common courtesy and greet everyone bringing in an animal. You can begin the intake process by asking "What have you brought in today?" This acknowledges their arrival and also, if they are accurate in their species identification, you'll have an idea what type and size container you'll need to have for the animal. During Baby Bird season, you'll mostly be using the single berry baskets. We try to use the smallest container that will house the bird/animal as space in Triage and Orphan Care is limited and containers stack up quickly on busy days. Once you have determined which basket or bin you will need, you can begin the log-in procedure. We now have two computers that can be used for inputting the information from the person dropping off the animal.

Eggs **DO NOT GET LOGGED IN**. Eggs only get logged in once they hatch. If eggs are dropped off they will get marked with the date using a grease pen. Once

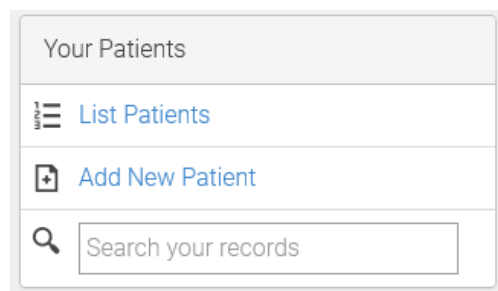
marked they can be placed in the incubator at the end of the hallway, next to Orphan Care.

DOA animals will need to be logged into the database. This is especially important for animals that are brought in by a utility company (APS, SRP, etc). I will discuss this in more detail in the Utility-Electrocution section.

We began using WRMD this year for our intake database. This is the dashboard screen you will see on the computer.



You will click on 'Add new patient' to begin the intake process.



You will be taken to the "New Patient" screen.

NEW PATIENT

Next Case Number: 2022-11

[Go To Quick Admit](#)

Case Year	<input type="text" value="2022"/>	
Date Admitted	<input type="text" value="Jan 2, 2022 3:10 PM"/>	<input type="button" value="🔄"/>
Reference Number	<input type="text"/>	Microchip Number <input type="text"/>

Species

Common Name	<input type="text"/>
Number of Patients	<input type="text" value="1"/>

The date admitted defaults to today's date. The 'Common Name' of the animal needs to be selected to continue. Once you start typing in the text box, species names will appear. This is a great way to learn the full species name of the animals we get here in Arizona. And remember if you don't know the answer JUST ASK!

[+ New Rescuer](#) [Search](#)

Rescuer Contact

Organization	<input type="text"/>	Phone Number	<input type="text"/>
First Name	<input type="text"/>	alt. Phone Number	<input type="text"/>
Last Name	<input type="text"/>	Email	<input type="text"/>
		<input type="checkbox"/> No Solicitations	
Address	<input type="text"/>		
City, State	<input type="text"/>	AZ	<input type="text"/>
Postal Code	<input type="text"/>		
Notes About Rescuer	<input type="text"/>		

The 'Rescuer Contact' is information provided by the public that has brought the animal in. We need first and last name, email, the address can be the cross streets, and the city. If you have an individual that is unwilling to give us any of this data, you can explain that it's only for USFW statistics. If they are adamant about not giving the requested information, just put "refused" or "Not given" in the specific field.

Donation

Method
Cash

Value

Comments

This section reminds you to ask if the individual is willing to make a donation to help pay for the animal's care. Liberty Wildlife is not funded by the government. We make all our money through donations made by the generous public. I will go into receiving donations in the Donations section of this handbook.

Intake

Same as Rescuer Details

Admitted By

Transported By

Address Found

City Found, State Found

AZ

Date Found

Jan 2, 2022

Reasons for Admission

Care by Rescuer

Notes About Rescue

Once you get to the 'Intake' section, you can click 'Same as Rescuer Details'. That will copy the information you entered into the 'Rescuer Contact'. In the 'Admitted By' text box, enter YOUR NAME (or the Rescue/Transport volunteer's name if they are also entering the data). In the 'Transported By' text box, the Liberty Wildlife Rescue Transport volunteer can enter THEIR NAME. In the 'Reasons for Admission' text box, start typing and your selections will appear. 'Found on ground' is going to be the most common response. But there other options we see frequently as well, such as 'found in pool' and 'cat/dog attack'. It is important to select the correct situation as this will effect what treatment the animal gets. If you have chosen 'cat/dog attack', once printed, please circle whether it was a cat attack or a dog attack, as treatment might be effected by the answer. If none of the drop down options fit the situation you can type in your own response.

What should happen after creating this record(s)?

Add a new patient

Create Record(s) in 2022

Once you are done adding the intake information make sure ‘Add a new patient’ has been selected from the ‘What should happen after creating this record(s)?’. Then click on ‘View patient’s record’ in 2022’. After the record has been created it will take you directly to the new patient’s record. If you forget and selected “add new patient’, go to the left margin of the Dashboard and select the newest patient to open the record.

What should happen after creating this record(s)?

View patient's record

Create Record(s) in 2022

Recent Patients

[Updated](#) [Admitted](#)

22-3 Anna's Hummingbird

22-10 Eurasian Collared-dove

22-9 Anna's Hummingbird

Click on the patient you just entered. You will be taken to the patient record.

22-10 Eurasian Collared-dove

Band **Name**

Date Admitted Jan 2, 2022 12:41 pm **Days In Care** 1

[Update Cage Card](#)

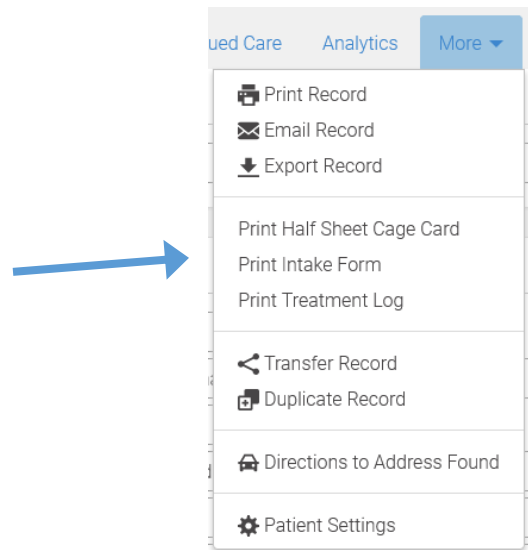
Location

[Save New Location](#) [History](#)

[Rescuer](#) [Initial Care](#) [Continued Care](#) [Analytics](#) [More](#)

Keywords

Click on the ‘More’ tab and select ‘Print Intake Form’

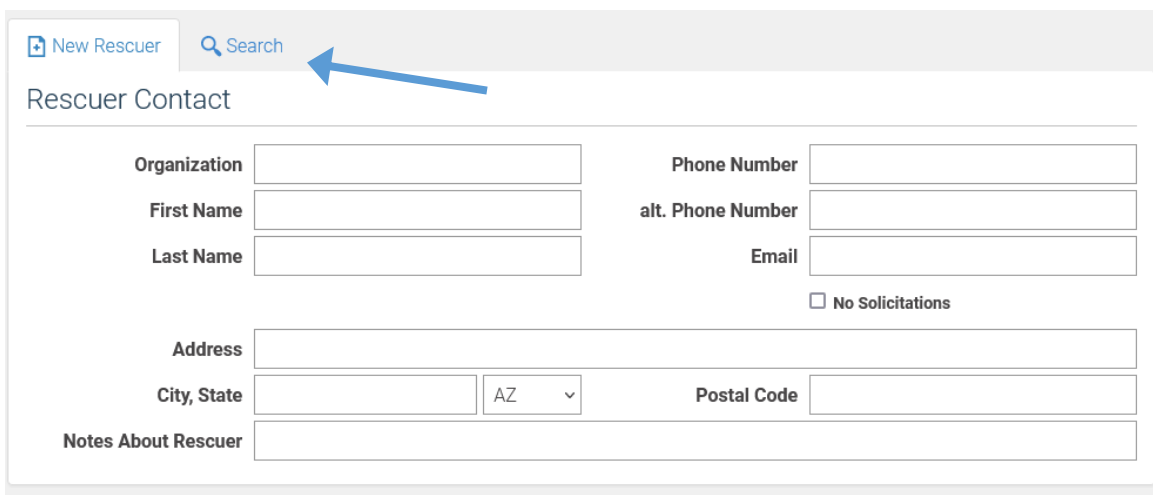


A PDF will pop up and you will then select print off of that screen. Every animal that arrives needs an intake form so if you get in a box of 10 ducklings, you will need 10 intake forms. The intake numbers are automatically assigned and in sequential order. If you have multiple intakes, at the beginning of the 'New Patient' screen in the 'Species' box, there is a 'Number of Patients' option. Select the number that corresponds to the number of animals (ONLY if they are all the same species). If the same person is bringing in multiple species, you will need to make sure to enter them as individuals.

A screenshot of the 'NEW PATIENT' form. The form has a header with 'NEW PATIENT' and 'Next Case Number: 2022-11'. There is a 'Go To Quick Admit' button. The form contains several input fields: 'Case Year' (dropdown menu showing 2022), 'Date Admitted' (text field showing Jan 2, 2022 3:10 PM), 'Reference Number' (text field), 'Microchip Number' (text field), 'Species' (text field), 'Common Name' (text field), and 'Number of Patients' (dropdown menu showing 1). A blue arrow points to the 'Number of Patients' dropdown menu.

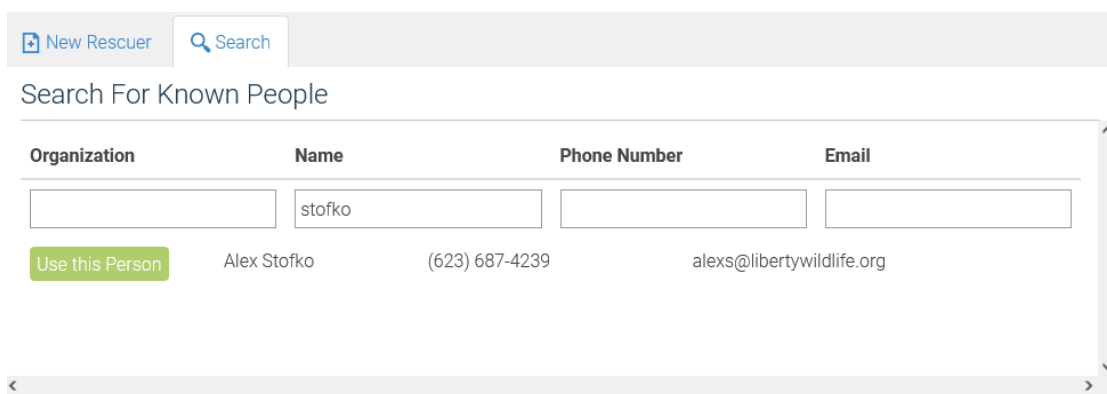
If you have selected 5 of the same species (for example Mallard ducks), then the system will create 5 intake numbers and patient forms. You will need to print one out for each animal.

If you need to create separate species individual intakes you can search rescuer information to avoid having to retype it all. Select 'Search' from the 'Rescuer Contact' section.



The screenshot shows a web form titled 'Rescuer Contact'. At the top, there are two tabs: 'New Rescuer' and 'Search'. A blue arrow points to the 'Search' tab. Below the tabs, the form contains several input fields: 'Organization', 'First Name', 'Last Name', 'Phone Number', 'alt. Phone Number', 'Email', 'Address', 'City, State' (with a dropdown menu showing 'AZ'), 'Postal Code', and 'Notes About Rescuer'. There is also a checkbox labeled 'No Solicitations'.

Type in their last name and a list of options will show up. Click on 'Use this Person' and their information will be entered into the intake form. Continue the intake process as usual.



The screenshot shows a web form titled 'Search For Known People'. It has a table with four columns: 'Organization', 'Name', 'Phone Number', and 'Email'. The table contains one row of data for Alex Stofko. Below the table, there is a green button labeled 'Use this Person'.

Organization	Name	Phone Number	Email
	stofko	(623) 687-4239	alexs@libertywildlife.org

The intake sheet can be folded and clipped to the berry basket or bin. If your intake is a raptor (hawk, owl, falcon, etc.), a larger water bird (adult mallard, heron, etc.) or a mammal, use the punch to make two holes in the top of the record and put it into a manila folder. Write the Liberty number and species on the filing tab. All intake sheets, either in a folder or not, are a permanent medical record and remain with the animal throughout its stay with us

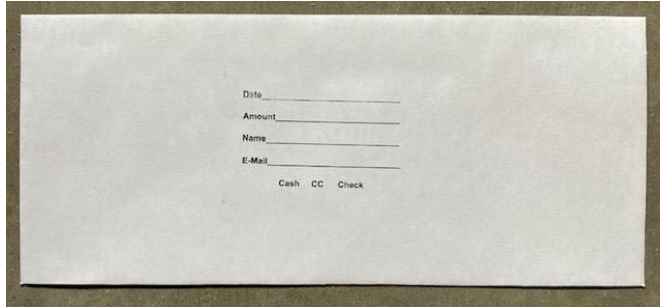
If you haven't already done it, you can carefully take the patient out of whatever it arrived in and put it into a berry basket of appropriate size or a plastic bin, secure the top, and take it back to Triage. Berry baskets get placed inside the brooder on

the stainless table. Bins get placed inside of the metal cages on the east wall, this helps cut down on clutter and a build-up of bins in front of the brooder. Place the bin inside the metal cage with its paperwork and add a “New Patient” tag to the cage. The tag is extremely important to avoid the animal being skipped over. You can also put more than one bin in a cage. Larger birds such as adult raptors and water fowl, can go into one of the large metal cages against the east wall. Every intake, no matter the age or species, must go through Triage so once you have the animal there, you are finished with that intake and can go back to the window for the next admission.

Donations

Liberty Wildlife is a 501(c)3 nonprofit organization. We are supported 100% by donations from the generous public. We do not receive any government funding. When you have reached the 'Donation' section on the intake form you should ask the individual if they are interested in making a donation.

We accept cash (we cannot provide change), check, and credit/debit cards.




A blank donation envelope with the following fields and checkboxes:

- Date _____
- Amount _____
- Name _____
- E-Mail _____
- Cash ☐ CC ☐ Check ☐

A Donation Envelope needs to be filled completely. You can do this or you can ask the public to fill out their own envelope. The envelopes are stamped with the information requested. The donation, whether it be cash/check or a signed card receipt, needs to go inside the envelope.

Donation Receipts are available for those that want one. They need to be filled out completely (instead of mailing address put their email address on that line). The yellow copy goes to the donor, the white copy will go inside the donation envelope.

Once a donation is completed and the envelope is filled out and sealed it gets dropped into LOCKER #1. This locker gets emptied and handled by our accountants. They will appreciate clean eligible writing.



Liberty Wildlife
Bridges | Lifelines | Connections

On behalf of Liberty Wildlife and all our volunteers, I would like to thank you.

At (address) _____

for your very generous donation of \$ _____ - OR -
A non-cash gift of _____
Valued at \$ _____ on _____ (date)

The injured and orphaned wildlife will benefit greatly from your thoughtfulness. Last year we took in over 6,400 injured and orphaned animals. With generous donations from people like you we are able to continue to help these animals.

Again, **Thank You** from all of us at Liberty Wildlife for your generous donation. It is a reminder of how much you care for the native wildlife of Arizona.

Our warmest regards and appreciation,

Megan Mobry
Megan Mobry
Executive Director

Please retain this letter for your tax records.
Liberty Wildlife is a 501(c)(3) non-profit organization.
Our tax ID No. is 94-2738161.
Liberty Wildlife
2600 E. Elwood St
Phoenix, AZ 85040
libertywildlife.org

LWL Intake # (if applicable) _____

Credit/Debit Transactions

Credit Transaction

Sale/Donation	Swipe or enter card number Enter amount and then press 'Enter' Tear slip (have donor sign) Press 'yes' to print a copy for the donor, once it prints, tear slip and give to donor Donation is complete Place signed copy into filled out donation envelope and place in locker #1
---------------	--


Debit Transaction

Sale/Donation	Press 'Enter' until 'Debit' is displayed Swipe or enter card number Enter amount, and then press 'Enter' We do not offer cash back so hit 'Enter' again Ask customer to enter pin, and then press 'enter' Tear slip (this one we keep) Press 'yes' to print a copy for the donor, once it prints, tear slip and give to donor
---------------	--

When refilling the credit card machine's receipt paper make sure to put the glossy side up. If the glossy side is down the machine will not print on it. Refill paper is located in the file cabinet, bottom drawer.

In Kind Donations

In kind donations, are any donation in the form of goods, not monetary. When in kind donations come in we need to keep track of what is donated and as general value of the donation. On the Donation receipt there is a line for “a non-cash gift of”, here is where the description of the item(s) go. The donor can also note a value on the line that reads “Valued at \$”. The donor gets to keep the yellow sheet. The white sheet gets placed in a Donation Envelope and put into Locker #1.



Liberty Wildlife
Rehabilitation | Education | Conservation

On behalf of Liberty Wildlife and all our volunteers, I would like to thank you,

At (address) _____

for your very generous donation of \$ _____ - OR -

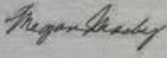
A non-cash gift of _____

Valued at \$ _____ on _____ (date)

The injured and orphaned wildlife will benefit greatly from your thoughtfulness. Last year we took in over 6,400 injured and orphaned animals. With generous donations from people like you we are able to continue to help these animals.

Again, **Thank You** from all of us at Liberty Wildlife for your generous donation. It is a reminder of how much you care for the native wildlife of Arizona.

Our warmest regards and appreciation,



Megan Mosby
Executive Director

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Liberty Wildlife is a 501(c)(3) non-profit organization.
Our tax ID No. is 94-2738161.
Liberty Wildlife
2600 E. Elwood St
Phoenix, AZ 85040
libertywildlife.org

LWL intake # (if applicable) _____

The in kind donations can then be left on the table behind the intake area.

Container Options

There are 3 options when it comes to housing a new intake:

Berry Basket	Plastic Bin	Metal Triage Cage
Hummingbirds Finches Sparrows Baby song birds (any species) Newborn/infant bunnies and squirrels Baby raptors (kestrels, small owls only)	Adult song birds Adult doves Small owls Kestrels Adult bunnies and squirrels Small ducklings Reptiles	Raptors Waterfowl Herons Roadrunners Coots, grebes, loons

Berry baskets come in singles and a “double-wide”, pick the size that best suits the animal(s). Intakes that come together, such as baby doves, bunnies, or ducklings CAN be housed together in the same basket or bin. If you receive an entire nest of babies please throw the nest out as it contains bugs, lots of them. We have no use for the nest, or the bugs. Hummingbirds CAN keep their nest if they came in it.

Prepping the container



A single berry basket will have paper towel around the edges and toilet paper in the center and a clothes pin to secure the basket.

A plastic bin will have a single sheet of paper towel on the bottom. Secure the animal by ensuring the lid is on properly. Please make sure the bin has holes in the top or the sides.



Triage and Medical Records

There are manila folders for selective species:

Folder	No Folder
Raptors- ALL Waterfowl (adult ducks, adult geese, coots, grebes, loons) Hérons- ALL Cormorants- ALL Roadrunners Reptiles- ALL Bats- ALL Large Mammals (raccoons, skunks, bobcats, etc)	Songbirds Doves, Pigeons Small Mammals (bunnies, squirrels, etc) Ducklings and Goslings

Different species and containers will get place in different locations within Triage:

Animals in Berry Basket	Animals in Bins	Metal Cage
Brooder on the stainless steel table (north wall). 'New Patient' tag not needed.	Inside the metal cages (east wall). Paperwork stays with bin and 'New Patient' tag goes on outside of cage. Multiple bins can go in one cage.	Raptors that are too large for a bin. Adult ducks and geese, coots, grebes, loons, all Herons, cormorants. Large mammals (need cage within a cage). 'New Patient' tag and medical chart can be placed on the outside of the cage.

Please remember never to write on an intake form as this is a medical record. The Medical Services team will assess and write all necessary information in the chart. If you ever have a question about animal placement do not hesitate to ask!

Liberty Wildlife is a medical facility and we ask that you do not enter ICU, Isolation, or the Mammal room as these animals are in the process of healing. We try to avoid as much human interaction with patients as possible for a more successful release back into the wild.

Animal Handling

Handling gloves are available up by the intake area. There are two types of handling gloves those for small birds and those for the larger raptors.



Small Gloves



Large Gloves

Many of the animals you will be receiving do not need gloves to handle them.

No Gloves Needed
Songbirds
Doves and Pigeons
Bunnies
Baby squirrels
Ducks and Geese
Roadrunners
Reptiles

These can be easily transferred into the appropriate size container without much difficulty. The more dangerous animals need to be handled using gloves.

Small Gloves	Large Gloves
Kestrels Small owls (Screech, Elf, Burrowing, etc) Herons- ALL Cormorants- ALL Coots, Grebes, Loons Adult Squirrels Bats- ALL*	Large Mammals* Raptors- ALL Others

Important: DO not attempt to transfer or handle any animal that you are not comfortable with.

Domestic and Exotic Animals

If a domestic or exotic animal is brought to the intake window, please refer to the Exotic and Domestic Animal Resources handout. The public needs to reach out to these organizations on their own to find a place to take their rescue.

Electrocution

If someone from a **utility company** brings in a bird (alive OR dead) you will need to do a regular intake of the animal but make sure to write the utility company's name in the 'first' and 'last' name. For example "APS, APS" is how it will appear on the chart. Common utility companies are: APS, SRP, WAPA, GRIC.

If a **civilian** brings in a bird (dead OR alive) that they suspect was electrocuted, try to get as much information about the location and what utility company is based in the area the bird was found. You will perform a regular intake for the animal.

Please ask them to contact their utility company and report the possible electrocution. They can let the utility company know that Liberty Wildlife has the bird.

If the bird is alive, please proceed as usual and move the bird into Triage with a new patient tag. Our Wildlife Biologist will be notified and will investigate the situation.

If the bird is dead, please let staff know. A proper investigation will be done by our Wildlife Biologist.

Dead On Arrival

Occasionally we will get bags of specimens from other organizations, such as AZGFD and USDA. These specimens are for the Non-Eagle Feather Repository here at Liberty Wildlife. There is a sign in sheet located at the front window with the information needed. Please make sure this is filled out completely. The form is on the next page. The boxes or bag(s) will need to be placed in the large chest freezer located in the modular.

Packages/Mail

Fedex, UPS, and USPS will sometimes deliver packages or mail to the window. Please check with staff on what you should do with the package/mail. Many times the Non-Eagle Feather Repository gets shipments of specimens and we do not want these to thaw out. These packages will also go to the large chest freezer in the modular.

Non-Eagle Feather Repository Specimen Drop-Off

Date	Name	Company	Phone #	E-mail	Description of package(s)
<i>Example 02/13/2021</i>	<i>Alex Stofko</i>	<i>Liberty Wildlife</i>	<i>623-687- 4239</i>	<i>alexs@libertywildlife .org</i>	<i>2 cardboard boxes (labeled)</i>

Rabies Vector Species

Rabies is a viral disease that attacks the central nervous system, changing an animal's behavior and causing increased aggression and a pronounced lack of fear. Rabies is 99% fatal, and the utmost precaution should be used.

Rabies Vector species are only allowed to be handled by those with their rabies vaccine. You will need to ask Medical Services or Staff to handle any rabies vector species. They will be able to transport the animal into the appropriate container and move it into Triage for assessment. If any of the following rabies vector species come in, you must ask the public to fill out a "Rabies Vector Species Check-In", these are located at the front window in a file folder. If a Rescue/Transport volunteer brings in a rabies vector species, they will also need to fill out the form BUT the information needs to be about the person who found the animal, not the R/T volunteer. The form is on the next page for you to acquaint yourself with it.

Rabies Vector Species*
Bats- ALL
Bobcats
Foxes
Raccoons
Skunks
Coyotes
Ring-Tailed Cats
All other large mammals

*Please note that the following species are RABIES VECTORS and are not to be handled under any circumstance.

Rabies Vector Species Check-In

Rabies Vector Species: Bats, Skunks, Raccoons, Bobcats, Possums, Coyotes

*Important! DO NOT TOUCH any rabies vector species (alive or dead)

Fill in form completely. Please answer every question.

Name: _____

Address: _____

City/State/Zip: _____

Phone: _____

Species (if known): _____ Date Found: _____

Describe where animal was found: _____

City: _____ Major Cross Streets: _____

Exact address (if known): _____

Contact name at location: _____ Phone: _____

Was location a home, school, park, etc? _____

How did you obtain this animal? _____

Describe your contact with the animal: _____

Did you receive this animal from someone else? (if so, list name and contact information) _____

_____ List the
name and number of anyone else who might have had contact with the animal: _____

THIS FORM NEEDS TO BE FILLED OUT COMPLETELY.

Closing Shift

The closing shift, is the last shift of the day. The following checklist should be completed before leaving:

- Clean up and organize the intake area
- Close and lock the window
- Insert the metal bars into the window tracks on either side
- Pull down the blinds
- Take out any trash/recycle
- Turn off all lights in the intake area
- Make sure the doors latch behind you when you leave