

The Arizona Game and Fish Department Adobe Mountain Wildlife Center

Volunteer Manual

July 2011



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THE STATE OF ARIZONA
GAME AND FISH DEPARTMENT

5000 W. CAREFREE HIGHWAY
PHOENIX, AZ 85086-5000
(602) 942-3000 • WWW.AZGFD.GOV

GOVERNOR

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BOB BROSCHEID



July 29th, 2011

Welcome and thank you for choosing to volunteer with the Arizona Game and Fish Department (Department) at the Adobe Mountain Wildlife Center!

The Department relies heavily on volunteers like you to help with the care and rehabilitation of injured wildlife and to present our outreach programs. Your efforts help save the Department \$100,000s annually, allowing us to stretch our budget even further. Furthermore, with your help, we reach over 100,000 people each year at schools, fairs, special events, and expos around the state.

The intent of this volunteer manual and associated training is to: 1) provide an overview of how the Wildlife Center operates, and 2) clarify our policies, processes, and procedures. Please read this manual carefully and keep it available for future reference. This volunteer handbook supersedes all previous versions and various related handouts. The Department reserves the right to change any part of the manual as conditions change. We will notify you of any changes by issuing dated revisions or by other appropriate means.

If you have any questions regarding the information presented in the manual, please contact the Center Coordinator or Wildlife Education Program Manager.

Thank you again for generously sharing your time and talents to conserve Arizona's wildlife.

Larry D. Voyles
Director

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Adobe Mountain Wildlife Center Overview

What is the Adobe Mountain Wildlife Center?

The Adobe Mountain Wildlife Center (Wildlife Center) was established in 1983 on the grounds of the Department of Juvenile Corrections-Adobe Mountain campus. The Wildlife Center was the first state-operated wildlife rehabilitation and education center to open in the country. Its establishment was championed by members of the community, primarily the Arizona Wildlife Rehabilitation Council. Today, facility management is provided by the Wildlife Education Program of the Arizona Game and Fish Department (Department).

The Wildlife Center sits on approximately 1.3 acres and consists of a variety of structures including: a veterinary treatment room, recovery area, modular office, diet preparation area, portable storage units, and an eclectic collection of animal enclosures. Raptors (hawks, eagles, owls) are the most common animals treated at the facility, but a limited number of mammals and reptiles are seen as well. Most of the wildlife brought to the Wildlife Center is native to Arizona.

We rely heavily upon volunteers to help with daily operations. The Center is staffed by only one full-time employee and a part-time, temporary intern. Most of the animal care and outreach programs are provided by volunteers, with support from staff. Currently, the Wildlife Center has approximately 50 active volunteers ranging in age from 18 to 80! Volunteers perform a variety of tasks including: public outreach programs, facility maintenance, diet preparation and feeding, enclosure cleaning, office management, animal training, wildlife rehabilitation, etc. Volunteer contributions, measured by hours worked and vehicle mileage, exceeds \$250,000 annually.

Although one of the Wildlife Center's primary objectives is to release every animal brought in for medical treatment, some cannot be released due to permanent injuries. Unreleaseable animals (e.g., partially blind, permanent wing damage, etc.) are often used as "wildlife ambassadors" in Department outreach programs or sent to other educational facilities (e.g., outdoor centers, museums, zoos, etc.). Department outreach programs interact with over 100,000 children and adults each year. They are given around the state, free of charge, at fairs, expos, nature festivals, outdoor centers, educational facilities, conferences, and at other public gatherings of people.

Where does the Wildlife Center's funding come from?

The Wildlife Center relies heavily on donations from the public, in the form of supplies (e.g., trash bags, cleaning supplies, paper towels) and cash. Most people are surprised to learn that the Department and Wildlife Center receives no tax dollars from the State's general fund to help with operating expenses (unlike most other State agencies). Instead, the Department operates on a "user pay-user benefit" business model. Animal food, medical supplies, utilities, staff salaries, and other expenses at the Wildlife Center are funded primarily from the Heritage Fund, a 1990 voter-passed initiative that uses profits generated from Arizona Lottery ticket sales to support wildlife conservation. The Department uses its portion of the Heritage Fund to recover threatened and endangered species, help urban residents appreciate and coexist with native wildlife, educate children about the environment, and create new opportunities for outdoor recreation. To learn more about the Heritage Fund visit our www.azgfd.gov.

What is the Adobe Mountain Wildlife Center Auxiliary?

In addition to funding from the Heritage Fund and public donations, the Wildlife Center also receives donations from the Adobe Mountain Wildlife Center Auxiliary (AMWCA). The AMWCA is a 501(c) (3) nonprofit corporation comprised of dedicated volunteers who raise funds on behalf of the Department by selling merchandise, soliciting individual and corporate contributions, and organizing special events. AMWCA is governed by a board of directors elected to office by its members. Wildlife Center volunteers in good standing are welcome to join the Auxiliary. AMWCA charges a small amount for annual dues to help defray the cost of insurance for its members. For more information about AMWCA visit azwildlifecenter.net or join their Facebook page.

How does the Wildlife Center benefit the wildlife and citizens of Arizona?

The Wildlife Center benefits the wildlife and citizens of Arizona by:

- Providing emergency treatment to sick, injured, and orphaned native wildlife,
- Rehabilitating injured wildlife for their eventual return to the wild,
- Serving as an information source on native wildlife,
- Presenting outreach programs on wildlife and their habitats statewide, and
- Supporting, licensing, and training private wildlife rehabilitators.

Additional benefits include: support of non-invasive research efforts; training of law enforcement officers, other wildlife rehabilitators and classroom teachers; holding live confiscated wildlife for legal cases; community service opportunities for groups and court-ordered individuals; internships for students; and, volunteer opportunities for scouts/corporations/community groups.

The Wildlife Center's greatest contribution to the community may be its educational outreach programs presented throughout the state. Outreach programs are designed to increase the public's awareness of the Department, and an appreciation of Arizona's wildlife and habitats. Two outreach opportunities in which we interact with a particularly large number of people are the Department's annual *Outdoor Expo* and *Adobe Mountain Wildlife Center Open House*.

Important contact numbers and email addresses

On occasion you may need to contact Department staff with general questions, to call in late or sick, or for other reasons. The table below provides contact information to be used if you encounter a problem or have other questions.

Name	Office	Cell	Email	Use
AMWC office	(623) 587-0139	None	None	Call in sick, check schedule, other general questions
AMWC Coordinator (Sandy Cate)	(623) 587-0139	(602) 402-4491	scate@azgfd.gov	Communicate important or timely issues, animals concerns, etc.
Wildlife Education Program Manager (Mike Demlong)	(623) 236-7269	Work: (602) 885-3273 Personal: (602) 920-6189	mdemlong@azgfd.gov	When AMWC coordinator is unavailable
Education Branch Chief (Kellie Tharp)	(623) 236-7238	(602) 501-9349	ktharp@azgfd.gov	When AMWC Coordinator or Program Manager is unavailable
Radio Room	(623) 236-7201	None	None	Available 8:00 am to 5:00 pm; can use to contact Wildlife Managers
Radio Room	(623) 236-7258 after hours	None	None	For after business hours emergencies
Operation Game Thief	(800) 352-0700	None	None	Available 24 hours per day, 7 days per week, to report suspected illegal activities like poaching, collection, etc.
AZGFD General Information	(602) 942-3000	None	None	Available between 8:00 am and 5:00 pm. Operator can also direct callers to other work units and Regions

The Role of Wildlife Center Volunteers

Benefits of volunteering

The benefits of volunteering at AMWC are numerous and obvious. Some benefits are tangible, others difficult to measure, but all are rewarding. When asked why they assist at AMWC volunteers typically reply:

- To make a difference in an animal's life,
- To learn how to care for captive wildlife,
- To work in close proximity to live wildlife,
- To learn about the natural history of wildlife,
- To help inspire people to appreciate wildlife and its habitats,
- To prepare for a future career (volunteering looks good on a resume!), and
- It's better than staying home and doing chores!

One tangible benefit often overlooked is the tax advantage. In some cases your uniform, vehicle mileage, and other contributions you make may be tax deductible. Consult your tax advisor to determine which deductions may be applicable.

What to expect

Volunteers support the Wildlife Center by providing daily animal care or presenting outreach programs. Program animals need care seven days a week, 365 days a year (including holidays), and even in extreme weather conditions. The work can be dirty, redundant, and for some, gross! Public outreach programs can also be challenging. An outreach program might last an hour, other times it might last all day. Audiences may be rambunctious, or quiet and respectful. Uncertainty keeps the work interesting! Obviously our volunteers must demonstrate extraordinary flexibility, dedication, and patience.

Volunteers should expect to be treated with the same courtesy, professionalism, and respect given to paid staff. Likewise, volunteers are expected to extend the same to other volunteers and paid staff. Our expectations from Wildlife Center volunteers are simple and straight-forward: show-up for your scheduled shift (or notify staff in advance if you cannot make it), be safe while working, be courteous to others (including the public), be respectful and caring of the animals, and have fun! Because much of the Wildlife Center's work involves interacting with people of all ages, all volunteers are required to submit fingerprint samples and a background check by the Arizona Department of Public Safety. The Wildlife Center coordinator will assist you with the fingerprinting process if you do not have a current card and clearance.

Time commitment

Some volunteers at the Wildlife Center are retired; others are still working or attending school. The Wildlife Center needs assistance seven days a week, at all times of the day and sometimes in the evenings, so typically we can accommodate most schedules. Volunteers are asked to commit a minimum of four hours in a day, twice a month. This requirement is flexible and most volunteers exceed the minimum.

Although volunteering is an unpaid position, it carries the same responsibilities as those of paid staff. As a volunteer, you are responsible for working the hours you sign up for. If you are unable to come in for your assigned shift, it is your responsibility to notify the Center Coordinator or Head Daily Assistant.

Absences

If you will be unavoidably absent or late for your scheduled work shift, it is important to notify the Wildlife Center staff as early as possible so we can try to schedule a replacement volunteer. Please call the office at (623)-582-9806 to report your anticipated absence. If no one answers please leave a message. Note after two unexcused absences (no call, no show) your volunteer privileges may be terminated.

Fingerprinting

At the end of 2011 Arizona legislative session, Governor Jan Brewer signed House Bill 2396 into law affecting volunteers at the Center. The bill states in part, "Each employee and volunteer who has contact with children or vulnerable adults as part of their regular duties must have a valid fingerprint clearance card issued pursuant to section 41:1758.07 or provide the Department documentation of the person's application for a fingerprint clearance card...".

To ensure the safety of Arizona's youth and vulnerable adults, all AMWC volunteers must have a current Level 1 Fingerprint Clearance card. Volunteers that already possess a Level 1 Fingerprint Clearance card must present it the Center Coordinator to have it verified through Department of Public Safety.

A Level 1 card is valid for six years and all costs associated with processing the Level 1 Fingerprint Clearance Card will be covered by the Department.

Volunteer opportunities

A wide range of opportunities exist to support the Wildlife Center's mission. Volunteer positions are broadly categorized as those with no animal contact, to those requiring animal contact or close working proximity. Upon completion of the general volunteer training, you may choose a position and training that interests you most. You may even choose to become trained for more than one volunteer position. A general description of each position is outlined below.

- Administrative support. These positions support the Wildlife Center without having direct contact with the animals. Volunteers perform light office work such as data entry, answering the telephone, filing, writing correspondence, errands, and minor office cleaning.
- Facility and enclosure maintenance. Volunteers in this position generally do not directly interact with animals, but often work in close proximity (e.g., inside an enclosure). Facility and maintenance volunteers commonly repair plumbing, paint, cut weeds, trim vegetation, perform minor electrical work, fabrication, carpentry, and other "handyman" type projects. You do not need to be skilled in all of these areas to participate.
- Daily animal care. Volunteers choosing to train for this position are responsible for the day-to-day care of all animals held at the Wildlife Center. Duties include general cleaning, food preparation, medical care, animal handling, minor maintenance repair, and animal pick-up/rescue.

Occasionally, the Wildlife Center Coordinator and Department Intern are absent from the property at the same time. When this happens, the head daily assistant (HDA) is the only on-site authority. Experienced volunteer animal caregivers can become HDAs at the Wildlife Center. This individual is responsible for overseeing the volunteers, making sure the daily routine is completed and ensuring the

animal collection receives proper care on their assigned day. The HDA must fully understand how the Wildlife Center operates and be able to address all animal medical emergencies and questions. Obviously HDAs must also be dependable and above all else possess good judgment and decision making ability.

- Public outreach Volunteers interested in interacting with the public and communicating information about wildlife and habitat should consider presenting public outreach programs. Outreach volunteers travel to schools, public events and other venues with live animals to help inform the public about Arizona's wildlife and habitat. These volunteers typically work at an informational booth with live animals answering questions and providing information about Arizona's wildlife, habitat, and other timely topics such as the North American Model. Presentations can either be one-on-one or to small groups.

Training available to volunteers

To help familiarize volunteers with the Wildlife Center and Department, all volunteers must take the new volunteer training session supported by this manual. As needed, more specialized training will be provided for each of the positions outlined below. Individuals and civic groups working on special projects or single events receive no specialized training, but instead will receive a briefing on the day of arrival. Public outreach volunteers are required to complete animal handling classes provided by the Wildlife Center before physically handling or capturing any animal. This is to ensure the health of the animals, and safety of the public and handlers. A brief description of the current volunteer positions and specialized training periodically offered by the Wildlife Center includes:

a) Facility and enclosure maintenance

- Basic safety (self, others, and animals)
- Reading behaviors-working around animals
- Location of power and water sources and shutoffs
- Tools and supplies
- Personal protection equipment
- Materials or tool acquisition procedure
- Reoccurring and seasonal maintenance tasks
- Special projects
- Fire safety
- "Project board" or folder

b) Animal care

1) *General husbandry*

- Cleaning and feeding
- Daily record keeping
- Escaped animal procedure
- Diet preparation and commissary cleaning
- Animal examination and intake/check-in
- Reading behaviors-working around animals

2) *Veterinary Procedures*

- Health examinations
- Basic first aid and treatment (e.g., injections, bandage, fluids, force feedings)
- When to contact on-call veterinarians
- Animal CPR

- Animal capture-location
 - Inside enclosures
 - Out in the field (uncontained)
- Animal handling-species specific
 - Reptiles-nonvenomous
 - Reptiles-venomous
 - Mammals (rodents)
 - Mammals (carnivores)
 - Birds-passerines
 - Birds-raptors (*modeled after 9/21/10 FWS 50 CFR Part 21, Migratory Bird Permits; Possession and Educational Use*)
 - Category 1 (e.g., Harris’s hawk, American Kestrel, screech owl, etc.)
 - Category 2 (e.g., red-tailed hawk, burrowing owl, barn owl, great horned owl, etc.)
 - Category 3 (e.g., Swainson’s hawk, Peregrine, vulture)
 - Category 4 (e.g., Eagles, Cooper’s hawk, goshawk, caracara)
- Cleaning veterinary treatment room
- Preparation of recovery enclosures
- Monitoring recovery
- Record keeping
- Biohazard disposal

c) Public Outreach Programs

1) *General*

- Loading, transporting, and overnight care
- Setting up the venue (e.g., group control, safety, welfare)
- Specialized animal handling
- Communicating the program message
- Presentation techniques (e.g., outline, tone, engaging, age specific)
- Escaped animals (inside a building and outdoors)
- Defensive driving video

2) *Animal Handling “Certifications”*

- Reptiles-nonvenomous
- Reptiles-venomous
- Mammals (rodents)
- Mammals (carnivores)
- Birds-passerines
- Birds-raptors (*modeled after 9/21/10 FWS 50 CFR Part 21, Migratory Bird Permits; Possession and Educational Use*)
 - Category 1 (e.g., Harris’s hawk, American Kestrel, screech owl, etc.)
 - Category 2 (e.g., red-tailed hawk, burrowing owl, barn owl, great horned owl, etc.)
 - Category 3 (e.g., Swainson’s hawk, Peregrine, vulture)
 - Category 4 (e.g., Eagles, Cooper’s hawk, goshawk, caracara)

All volunteers and Department staff who handle AMWC animals for public outreach programs or veterinary procedures are required to complete the appropriate animal handling training. Volunteers who wish to handle live animals choose the type of training they are most comfortable with. Volunteers who wish to work with raptors, may be required to complete one or more training courses, depending on the species they wish to handle. The Wildlife Center coordinator will contact all volunteers as opportunities become available and track their training progress.

Policies and Procedures

Minimum age restriction

Volunteering at the Center potentially exposes individuals to a variety of risks including: injuries from wild animals, exposure to zoonotic diseases, and common accidents associated with an outdoor facility and motorized equipment. In addition to these risks, the Center is located within, and shares three perimeter fences with, the Adobe Mountain Juvenile Correctional Facility. Due to the inherent potential risks existing at the Center and outreach events, the minimum age of regular volunteers is 18 years old.

Minors associated with community service projects (e.g., Boy Scouts, school groups) can participate in a volunteer project provided they are chaperoned at a ratio of at least one adult to six children.

Scheduling work shifts

The Wildlife Center operates seven days per week, year-round, with limited paid staff. Therefore advance planning is essential to ensure daily animal husbandry responsibilities are not missed. Scheduling when you are available to volunteer greatly assists the AMWC staff coordinate activities, events, and staffing.

Volunteers should record the dates and hours they are available in the appropriate tracking sheet. If you are later unable to work a shift you signed up for, please contact the Center Coordinator as soon as possible.

Daily log-in

At the end of your shift, please remember to record the number of hours you worked, number of round trip miles driven on your personal vehicle, and what you worked on that day. This information should be recorded in the daily log. The number of hours you work and mileage accrued driving to AMWC is utilized by the Department as a contribution “match” to secure funding from Federal sources.

Physical appearance

As a representative of the Wildlife Center, it is important that volunteers wear appropriate clothing when working at outreach events. Remember, you may be someone’s first contact with the Department and we want to set a good impression. Whenever volunteering at the Wildlife Center or a public event, please abide by the following:

- Avoid wearing jewelry that could be entangled, pulled, swallowed, or grabbed by an animal. Examples include dangling earrings, necklaces, large rings, loose bracelets, piercings, and visible dermal implants. If in doubt, take it off!
- No excessively baggy clothing. Undergarments must be covered at all times.
- Tattoos displaying offensive or defamatory writing, obscene language or symbols, or symbols of drugs, sex, or alcohol must be covered.
- Skirts and shorts must be a professional/business appropriate length.
- No excessive perfumes, colognes, or other strong scents (e.g., soaps, powders, oils).
- Shower or bathe before your shift to minimize risk of spreading disease to the captive collection and stress on the animals.

While working at the Wildlife Center casual attire is appropriate for most tasks. Examples of casual dress include modest length shorts, jeans, and t-shirts/sweatshirts (with no offensive verbiage or graphics). Closed-toe shoes are required (i.e., no sandals, clogs, etc.) to protect your feet from stubs, falling objects, and curious critters. Yellow shirts, especially if worn with khaki colored pants, are prohibited since it is the uniform color combination of the nearby inmates. If in doubt regarding the appropriateness of your clothing, please check with the Wildlife Center coordinator.

When volunteering at public events, as a representative of the Department, please wear attire (e.g., a shirt, blouse, vest) with the Department or Auxiliary logo, depending upon the event sponsor, and Department identification/name badge. Jeans, long pants, or professional/business length shorts without holes or tears are also required. Caps or hats are permissible provided there is no text or graphics, with the exception of AGFD themed attire.

Facility access

The entrance gate to the Wildlife Center should be kept locked at all times. Volunteers without keys should ring the entry bell to alert someone of their presence. When you arrive for duty at the Center, keep in mind other volunteers may not recognize you, especially if you are new. Introduce yourself as a volunteer, and the onsite volunteer (individual with the key) should introduce themselves as well.

Due to the Wildlife Center's location within the Department of Juvenile Corrections campus, animal and public safety issues, and the presence of confiscated animals for legal cases, the Wildlife Center is not open for general public tours. On occasion, the Wildlife Center does invite individuals with a professional interest in the facility and/or small groups of people who are participating in Department educational programs to tour the facility. At the start of each day, the Center Coordinator or HDA will inform volunteers of who will be visiting and when to expect them. If you are unsure whether an individual has authorization to visit the facility, ask the coordinator or HDA for assistance.

Regular volunteers are welcome to occasionally bring minors, friends, or family members to accompany them on a tour. These tours are expected and welcomed, provided the volunteer supervises these individuals at all times and the visit is preapproved by the Coordinator. Minors may also occasionally accompany a regular volunteer during their scheduled shift, again provided the minor is supervised at all times and the visit is preapproved by the Coordinator.

Safety

The Wildlife Center is firmly committed to maintaining a safe working environment. Volunteers are expected to do their part by being safety conscious at all times. Any time volunteers are uncertain as to the safest course of action, or are unclear on how to conduct themselves in a situation, they should contact the Wildlife Center Coordinator for guidance. Unsafe conditions or hazards encountered at AMWC should be reported immediately to the coordinator, HDA, or available Department staff. Volunteers should always utilize proper lifting techniques or find help to move heavy or awkward objects.

Material Safety Data Sheets (MSDS) list the health, safety, and first aid procedures to be followed for chemical products used at the center. Volunteers should review the appropriate MSDS prior to using these products for the first time. These informational sheets are organized in a notebook located in the hospital. For the safety of the animals, staff, and volunteers do not bring cleaning or other chemical products from home, unless approved in advance by the Wildlife Center Coordinator.

Confiscated animals

Sometimes animals are seized by Department Officers and held at the Wildlife Center as legal evidence. In these cases, the animal cannot be photographed or discussed outside the Wildlife Center. Until the case is settled, all information regarding the animal must remain confidential. Do not give out any information on confiscated animals. Only the Center Coordinator is authorized to discuss any details, including (but not limited to) the general health and care of the animal(s). The individual who once possessed the animal(s) is not allowed on premises while the animal(s) are being held at the Wildlife Center. If the owner comes to the entry gate, do not allow them access. Direct the individual to call the Law Enforcement Branch or the Wildlife Manager in charge of the case for more information. Likewise, if the owner calls on the telephone, either transfer the call to the Wildlife Center Coordinator, or take a message.

Answering the telephone

Occasionally you may be asked to help answer the AMWC telephone. If you are, remember you are representing the Department when you pick up the phone. Keep in mind most callers do not have the knowledge many Wildlife Center volunteers have regarding wildlife, so please be patient and understanding. Often the caller is stressed from the situation, or has been bounced around from different people before they reach you. If you cannot help the caller, check with the HDA, an experienced volunteer, or the Center Coordinator for assistance. If these individuals are unavailable, take a message so the call can be returned later.

All telephone calls that you are unable to answer and those left on voice mail, must be logged in the telephone message book.

- Record the date, time, name of caller, and telephone number(s).
- Write the name of the person who needs to handle the message (if known).
- Record the message. Additional space is available on the back of the sheet if you need it.
- Indicate any action to be taken (e.g., phone call, site visit, send information).
- Sign your name. This is very important in case we need more information.
- Please, indicate in the lower right hand corner if the message was from the voice mail.
- To access the Center's voice mail system dial (623) 780-4713 and enter code 3372.

Donations

The Wildlife Center relies heavily on volunteers and donations to support our rehabilitation and outreach efforts. Cleaning supplies, food items (e.g. game meat), and cash are commonly donated. For all donation types, please record their name, address, phone number, and items donated in the donation log. Give the donor one of the tax deduction letters and thank them for remembering the Wildlife Center with their donation. If the donor asks, and time permits, they may view the animals in the southern holding pens

Examples of supplies commonly used at the Wildlife Center include: paper towels, airline kennels/pet carriers, bleach, laundry soap, Dawn dish soap, spray bottles, medical wraps, large gauze pads, non-flavored Pedialyte, and meat baby food.

On occasion the Wildlife Center is contacted by hunters who wish to donate surplus or older game meat. We accept all game meat (e.g., elk, deer, javelins), but utilize only donations that are: less than two years old, shot with steel projectiles and not lead, not seasoned, edible (determined by smell and appearance), and, if frozen, wrapped, and date stamped by the processor. If the meat is unusable for any reason, wait until the donor has left and place it into the dumpster. Be sure to wash your hands thoroughly after handling game meat, a practice you should follow anytime you are working with food items or animals.

Cash donations are handled a little differently than supplies or game meat. Ask the donor to place the money or check into an envelope, and then place it into the donation box. Cash donations can also be sent to the Department's Injured Wildlife Fund in care of the Department at:

Arizona Game and Fish Department
Wildlife Education Program
5000 W. Carefree Highway
Phoenix, Arizona 85086-5000

Donation on behalf of the center can also be made to the Adobe Mountain Wildlife Center Auxiliary at:

Adobe Mountain Wildlife Center Auxiliary (AMWCA)
P.O. Box 42386
Phoenix, Arizona 85080-2386

Accepting live animals for rehabilitation or holding

The public often brings sick, injured and orphaned animals to the Wildlife Center's front gate, or call to request a pickup. Please keep in mind the individual who brought the animal to the Wildlife Center is usually very concerned about the animal's welfare and condition. Be patient, kind, and honest about the animal. Explain to them that the Wildlife Center will do what is best for the animal, which may include euthanasia if it's gravely injured or ill. The final decision is made by the Center Coordinator and/or veterinary staff. Before the person leaves the Wildlife Center complete the appropriate paperwork and provide them with a Wildlife Center brochure.

On occasion a Department wildlife manager (e.g., game ranger) may bring an animal to the Wildlife Center to be held as evidence in a legal case. Processing the paperwork for these animals is more complex than accepting an injured or orphaned animal. Please seek assistance from a staff member or volunteer

experienced in completing the accession procedure. The Coordinator will hold onto the paperwork for the animal. A copy of the basic information (e.g., date admitted, name of officer, inventory number) will be listed on the chart.

Animal escape procedure

Despite our best efforts, sometimes a determined animal will escape from its enclosure. Animal escapes are due to caregiver carelessness, accidental releases outside the enclosure, unsecured doors, or enclosure or equipment failures. Every escaped animal situation is different, likewise so is its recapture.

Your first action should you witness an escaped animal is to call for assistance. Call out to nearby volunteers or use a cell phone to call the office for help. If no one is nearby, make note of the animal's direction or location, then go find the Center Coordinator or another volunteer for help. If the animal appears stressed or agitated, calmly back away but periodically maintain visual contact.

In some cases, you might be able recapture the animal by just opening the door to its enclosure or an empty one nearby and letting it return. Other times the animal may need to be herded back inside. The herding approach typically only works on limited flight birds or mammals, however, with the right conditions and enough time it works for flighted birds as well. When a more aggressive recapture approach is necessary use hand nets for the capture. Unless you have completed the appropriate training, volunteers should not attempt to capture venomous snakes, carnivores, eagles, or other potentially aggressive animals. In any escaped animal situation, let the Center Coordinator know as soon as possible and be sure the animal is recaptured and record the incident in the daily log.

Reporting animal welfare concerns

The welfare of the animals temporarily receiving care at the Wildlife Center or permanently used in outreach programs, is of the utmost importance to the staff and volunteers. Outlined below is the process for reporting and resolving animal welfare concerns to staff. Input from staff and volunteers regarding animal welfare is sincerely valued. In all cases, the reporting party will be treated respectfully and with the assumption of positive intent (what is best for the animal in question).

Note that if an animal welfare concern is urgent or an emergency, it should be reported immediately to the Center Coordinator. If unavailable, contact the Wildlife Education Program Manager or Education Branch Chief (see emergency contact numbers). Whichever supervisor is contacted, they will assess the situation and respond accordingly. If your concern is not an emergency but further investigation is needed, please follow the process outlined below.

Step 1: Identify the animal welfare concern

- Staff or a volunteer identifies an animal welfare concern. Examples of animal welfare concerns may include, but are not limited to: health, social environment, housing, medical treatment, handling, off-site use, or nutrition.
- Preferably the concern is described in writing (e.g., memo, letter, or email) but verbal communications are acceptable as well. To ensure a thorough review of the concern by staff, the reporting party should communicate all pertinent facts. For example: the animal of concern, date(s) of incident, approximate time, location, parties involved, details of issue, and most importantly, suggested solutions.

Step 2: Communicate the concern to the Center Coordinator

- Employees or volunteers must first discuss their concern to the Center Coordinator either verbally or in writing. If the reporting individual is unsatisfied with the Coordinator's response after discussing the issue, the concern can be forwarded to the Wildlife Education Program Manager.

Step 3: Program Manager evaluates concern

- After discussing the concern with the Coordinator, it can be forwarded to the Wildlife Education Program Manager, but it must be in writing. If it is not an emergency, the Program Manager may take up to three working days to investigate. After evaluating the concern, the reporting individual and Coordinator will be asked to meet with the Program Manager to discuss the issue. The Program Manager may invite other individuals to the meeting who can provide additional information potentially contributing to the resolution.
- After the meeting, the Program Manager may take up to three business days to communicate the outcome to the reporting individual and Coordinator.
- If the reporting individual is unsatisfied with the Program Manager's response, the concern can then be forwarded to the Education Branch Chief.

Step 4: Final Review: Education Branch Chief evaluates concern

- After discussing the concern with the Program Manager, it can then be forwarded, again in writing, to the Education Branch Chief. If it is not an emergency, the Branch Chief may take up to five working days to investigate. After evaluating the concern, the reporting individual and Program Manager will be asked to meet with the Branch Chief to discuss the issue. Other individuals may also be invited to provide additional information or otherwise contribute to the resolution.
- After the meeting, the Branch Chief may take up to five business days to communicate the outcome directly to the reporting individual, Program Manager, and Center Coordinator.