



A Handbook for Volunteers

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Purposes

The Treasure Coast Wildlife Hospital (TCWH) is a private, not-for-profit corporation dedicated to the improvement of south Florida's natural environment. Major objectives are the rehabilitation and return to the wild of sick, injured and orphaned wildlife, as well as environmental education programs directed toward the public at large.

Organization

TCWH's present site contains (a) a clinic facility, (b) food preparation and storage area, (c) office, (d) caging for wild patients, (e) educational display caging, and (f) director's residence. Our physical plant allows *TCWH* to function as a fully professional organization. Rehabilitation of wildlife is performed only by trained and experienced persons acting under the direction of qualified veterinarians. Educational programs adhere to a basic philosophy, and involve a coordinated curriculum of topics and areas of study.

A Board of Directors governs the organization by setting policies and goals, and an Executive Director is charged with the daily administration of these. The Director and other Staff perform educational programs for school groups, clubs, civic organizations, and others. A Director of Patient Care oversees the daily care of patients and exhibit animals. Several cooperating veterinary clinics make their facilities and staffs available for treatment of wildlife. Dedicated individuals from throughout the community perform animal care, office duties, wildlife rescues, and a host of other necessary tasks. These volunteers are essential to the continued functioning of the *TCWH*.

Volunteer Staff

Although both paid and volunteer members of our Staff consider themselves to be "animal lovers", professionalism requires that sentiment and personal preference be secondary to the betterment of south Florida's rich natural environment. The animals in our care are not pets, nor is it our intention to make them so, and they usually fail to appreciate the efforts made on their behalf. Sometimes our best efforts are less than successful, and animals must be humanely euthanized. The only rewards lie in seeing an animal returned to the natural system where it belongs.

Some of the tasks our volunteers perform include:

√ **ANIMAL CARE** Cleaning and feeding the wild animals in our care requires perhaps the largest part of our time. Cages must be cleaned and animals must be fed and medicated sometimes on an around-the-clock basis. This work is often tedious, dirty and tiring. Still, it must be done 365 days a year, regardless of any possible interference. Volunteers who perform these duties are asked to choose a day (or days) of the week, and to be at the Hospital each week on that day. Hours for outdoor enclosure tasks are primarily from 9 AM until approximately 12 noon. Hours for clinic care are variable.

√ **ANIMAL RESCUE** Though most wild animals are brought to our hospital, occasionally the need arises to pick up an injured animal. From the simplest sparrow in a shoebox to a magnificent bald eagle on an island in the Indian River, both the animal and the general public must be treated with the greatest respect and dignity. An ability to handle both the animal and the persons involved is critical. Volunteer rescuers must be available "on call" during days and hours chosen by the volunteer.

√ **FUND RAISING** All activities of *TCWH* are funded by private contribution, and raising these funds is a necessary function. Solicitations are made of both individuals and groups to acquire these funds. Toward this end, *TCWH* appears at many fairs and festivals throughout south Florida to promote its work. Volunteers are needed to set up and operate our display booths where we can meet the general public.

√ **OFFICE TASKS** Telephone work, filing and record keeping, preparation and mailing of correspondence and publicity, all are as necessary to this organization as to any other. There is little glamour to

office work, but without it the organization would cease to function.

√ **CONSTRUCTION** Cages and enclosures require constant maintenance, and new cages are added as needs require. Construction skills from simple labor to finish carpentry are provided by volunteers.

General Summary

It is not expected that any one person will be competent (or even interested) in all aspects of the total operation. Some of our volunteers perform only very specific tasks; others are active in many ways. Please bear in mind, though, that as a professional organization dedicated to the betterment of our natural environment, some things are forbidden. Volunteers **may not**:

- treat the wild animals in our care as pets, nor allow or encourage others to do so.
- take personal possession of a wild animal for any reason, whether to interfere with its treatment or its humane destruction, or to make personal use of the animal.
- represent *Treasure Coast Wildlife Hospital* **in any way** or **for any purpose** without the express permission of the Executive Director.

Still want to help?

Our volunteers are our most valuable resource, and the combined knowledge and experience of our staff is enormous. We will be pleased to share that knowledge, to teach you about wildlife and its care, and about south Florida's fascinating ecosystems. In return, we expect to integrate your skills, your work, and your dedication into the furtherance of the objectives of the *Treasure Coast Wildlife Hospital*. If your personal goals include animals and the environment, and if you can offer your skills in a *reliable and professional manner*, **we want your help!** Together, we can make south Florida a better place for both people and animals to live.

Meeting the Public

An important asset of *TCWH* is the public perception of its staff, its volunteers, and the work we perform. It is desirable for us to present the best possible image of professionalism, and toward that end these guidelines have been developed. If you do not understand our policies, or if you should disagree with any of them, please speak with the Director. Only in this way can we become an effective team.

Both Staff and volunteers will have occasion to represent *TCWH* to the public in various situations, both socially and professionally. As with any service organization, it is important to be unfailingly patient and helpful. If you are asked a question, take time to answer it to the best of your knowledge, or find a Staff person who can answer it for you. It is often surprising what people do *not* know about animals, and about *TCWH*. Their new knowledge may well foster a desire to help out, and this can be turned to our advantage. Invite people to support *TCWH* by becoming a member or a volunteer. Tell people about our Environmental Education Outreach Programs. Explain our role as a community resource, as well as our role as a hospital.

Telephone Protocol

TCWH answers as many as 100 calls a day, most of them requests for information. Most of these calls can be handled by helping the caller to understand the wild world around us. If your knowledge or expertise is adequate, simply provide an answer. Otherwise, log the call (record name, telephone number, time of call, subject) and Staff will return it later. ***There is nothing wrong with saying "I don't know"***. This is far better than saying something wrong, or something that must be corrected later.

Certain calls should be handled in a particular manner, pursuant to the general philosophy of *TCWH* and to our available resources. A number of possible situations are outlined below, and these should be followed where applicable:

SITUATION: *Caller wants to inquire about or arrange an Outreach Program or Hospital Tour*

Log the caller's name, work and home phones, and any other information applicable to the program, such as grade level, number of students, and date desired. Staff will return the call.

SITUATION: *Caller has in hand or has seen an "orphaned animal"*

It is always best to return wild babies to their parents, if that is possible. Fuzzy baby birds or pinky squirrels should be returned to the nest, or to a substitute nest made from a wicker basket or small box containing dry leaves. This can be placed in the original nest tree or another tree or bush nearby. Remember that nests are for eggs and infants; once a bird or other animal becomes able to move around, it does so, and may appear in many unusual places. For this reason, older wild babies should simply be left alone, pending mama's return. Encourage the caller to do so, then *leave the animal undisturbed* for a reasonable time. Animals *will not* abandon their babies because of human smell; this is simply a myth. If it is *truly impossible* to reunite the family (and this is rare!), treat as for injured animals below.

SITUATION: *Caller has in hand or has seen a sick or injured animal*

Explain that *TCWH* is a private non-profit organization, not a government agency, and has no funds available for a road crew. We rely on help from people in the community for assistance in transporting animals in need of aid. Try (nicely) to enlist the caller's help in bringing the animal to *TCWH*. Animals can be dropped off 24 hours every day, and there is no charge for our services. If our gate is closed, the animal should be left in the cages provided at the gatehouse. Be sure to mention that Staff resides on the premises, and the gatehouse is routinely inspected.

Once the caller agrees to bring the animal, you may be asked for advice on capturing, confining, and transporting it. Most animals can be captured by dropping a towel or blanket over the animal, then putting animal and towel into a box. *In all cases*, suggest that the caller exercise *due caution*, as all animals may bite and/or scratch to defend themselves. Once safely in the box, the animal may be transported to *TCWH* for care. Ask that the caller not deliver a cage or other container that must be returned. The Hospital cannot accept responsibility for return of such property.

If the caller cannot bring the animal, log caller's name, telephone number, kind of animal and problem seen, date and time of call. Tell caller that we will be back in touch as soon as arrangements can be made, then notify Staff.

More on Rescues

Properly dealing with calls for help with injured animals requires considerable skill and experience. It is paramount to remember that *TCWH* is dependant upon community support (read: money) to continue our work. Thus, it is critically important for the caller to "go away happy". Usually this is quite easy, since most people are pleased to help when given proper information. Others though have unrealistic expectations that must be dealt with. Some are demanding and insistent about the job of our "agency"; others simply misunderstand wild animals. Judgement, experience, and a "gift of gab" are necessary to turn these callers into helpful supporters.

For these reasons, *problematic callers should be placated until they can be dealt with by staff*. For background, the following may be helpful. (see also other information about baby animals)

A "rescue" is any animal transported to *TCWH* by our intervention, regardless of source. We perform such rescues whenever needed. However, there is a sound basis for soliciting the help of the public in providing initial transportation, and we routinely offer this as the primary option. First, rescues represent an interruption of tasks already at hand. Secondly, we have a facility that provides a valuable experience to all who visit. Many people come here for the first time, bearing their own injured animal. Their common

statement is that they have driven past countless times, but never stopped. They then express amazement at the wonders discovered here, and profess a desire to return, with friends and family. Thirdly, while here they make donations, become members, or purchase gift shop items. As long as the request for their help with transportation is handled in a properly sensitive manner, fully 95% of the public is pleased to respond.

We have evolved a policy regarding rescues that appears to satisfy most people, most of the time, while ensuring proper attention to *TCWH*'s mission of helping animals in need of help. In brief, the policy is:

1) Evaluate the need for help. Genuine injury or abandonment, or a perceptual problem only? Emphasize, if necessary, that wildlife should remain in the wild unless there is real expectation that our services will be of genuine benefit. Many common situations are not cause for intervention, especially things like fledgling birds. Educate. We will not respond if, in our professional judgement, there is no genuine problem.

2) Evaluate the possibility for help. Some situations are not amenable to intervention, e.g. raccoon hit by car, ran off into bushes; sandhill crane with broken foot, still capable of flight; pelican with hooks swimming in the river or flying past. It is pointless to respond unless there is some realistic expectation that we can capture the animal.

3) If intervention seems both *necessary* and *possible*, solicit help first. Talk them through capture, confinement, directions to *TCWH*. (This does not apply with situations clearly dangerous to people. We would never direct anyone to handle a potential rabies carrier, or an inherently dangerous animal.) Again, most people are happy to respond when given proper direction.

4) If the situation requires, perform the rescue.

Most complaints about non-responsiveness come from individuals who have unrealistic expectations about either our role or our abilities. No matter how fervent or insistent the caller, some situations are not within reasonable bounds. We cannot catch birds in the air or squirrels in the top of a tree. We do not usually respond to animals reported to be "at some [remote] location"; our experience is that the animal can only rarely be found. Either the directions and landmarks are unreliable, or the animal relocates itself. We will respond, within 1,2,3, & 4 above, if someone agrees to remain at the location with the animal in view. We also do not respond when the caller clearly does not understand wildlife, e.g. (I swear this happened!) "The big black birds in the tree (vultures?) are shivering. They are cold. You *must* come and help them!" Sorry. We do some incredible things here, but we'll leave the miracles to others. Unfortunately though, these people are the ones most likely to publicly voice their complaints. To attempt to avoid this, we do sometimes respond even to situations that we know to be pointless, when the public involved is ridiculously insistent. Again, if you have such a caller, get staff to deal with it.

Some specific animals are dealt with in special ways.

1) *TCWH* does not accept dogs or domestic cats, but **will** accept most other animals. Exotic pets (snakes, parrots, lizards, monkeys, etc.) may become too large a burden for their owners, who then may release the animals into our ecosystem with disastrous effects. For this reason, *TCWH* accepts unwanted exotic pets. Staff should be notified to deal with these situations, but for your own information note that exotic animals should *never* be released. We will accept these pets and attempt to place them with permanent captive situations. We *will not* sell or give such animals into the pet trade, but **neither will we return** such animals to their owners or other claimants. To do so simply makes *TCWH* a boarding kennel of convenience.

2) Muscovy ducks and Pekin ducks seem to bring out the best and the worst in people. Since these are not native wild animals, but domestic poultry, they breed rapidly and usually to excess. As poultry, they are *not* protected by the laws governing native wildlife; however, they *are* protected by animal cruelty laws. **It is legal** to kill, trap, or remove these birds from private property with the permission of the landowner, as long as such is done in a humane manner. Licensed nuisance wildlife trappers are available to perform such services (yellow pages under Pest Control), and *TCWH* will not become involved. But in the case of an

individual domestic duck that is sick, injured or orphaned, *TCWH* may accept and treat it as we would any other animal in need of care. Note though that as exotic animals, Muscovys cannot be released back to the wild. It is **illegal** for us to put a recovered Muscovy patient back "in the lake by my house". All exotics *must* be placed into a permanent captive situation. Anyone who expects that the Muscovy they bring to *TCWH* will be treated and returned to them should be encouraged to take the animal to their own veterinarian, who is in the business of treating personal pets.

3) Raccoons, like Muscovys, seem to bring their own champions as well as their own detractors. Being native wild animals, *TCWH* will accept them as patients and will release recovered individuals back to suitable wild environments (not necessarily "my back yard where I feed them") whenever possible. You should know, though, that in situations of epidemic disease we may be ordered by the Florida Fish and Wildlife Conservation Commission to destroy all raccoons received to help prevent spread of the disease.

Anyone who has *handled any raccoon* must be advised of the dangers of rabies. This should be handled by Staff, so be sure to log the call.

Although we sometimes deal with Nuisance Wildlife, it is our philosophy not to become involved with such a situation unless there is *clear and present danger to either the people or the animals involved*. Many people simply do not know how common wildlife is in our community, and are surprised to see a fox or raccoon in their neighborhood. You should explain that the animals present no danger, so long as they are not threatened or confined. Advise people never to feed wild animals, to feed their domestic pets inside, and to keep their garbage cans securely covered. When that is done, most backyard encounters with wildlife will be fleeting. If you believe the situation to be dangerous, log details of the call, then find a Staff member to deal with it.

4) Snakes frighten some people nearly to death, but the usual situation often involves death of the snake instead. Snakes perform a valuable service to us by way of rodent control, and as a rule snakes should simply be left alone. *No snake* wishes to eat or otherwise attack a human, regardless of snakes' Hollywood image. Even venomous snakes would much rather escape than bite, if offered any reasonable chance to do so. People should be aware that, of the 27 kinds of snakes found in our area of Florida, 23 are completely harmless.

The commonest snake seen is the Everglades Racer. This is a long (up to 5 feet), thin (perhaps thumb thick), dark colored snake (often perceived as black) that moves rapidly with head raised above the ground. All Racers are harmless, eating insects, lizards, frogs, and small rodents. Another common snake is the Red Rat Snake or Corn Snake. Brightly and attractively patterned in gray, red, and brown with a black and white checkerboard belly, this snake is often encountered in wood piles and near the foundations of buildings, where it hunts mice and rats, hence the name. It too is completely harmless.

Most people call any snake encountered near water a Water Moccasin, but instead most are actually harmless Water Snakes of various species. Water Moccasins are wary of human contact, and are seldom encountered. Rattlesnakes too would prefer to avoid human contact and will seldom remain in inhabited areas. Coral snakes are dangerous if picked up, whether deliberately or by accident, but they are small, shy and secretive burrowers who rarely make their presence known.

None of the above should be construed as advice to ignore the potential for danger from snakes! Any of the 4 venomous species can cause pain, serious damage, or even death. However, about five times as many people die each year from bee stings as from venomous snakebite, so it is important to put snakes into perspective. Most people bitten by venomous snakes belong to one of three groups: (a) snake keepers, (b) snake catchers, or (c) those attempting to kill the snake. ***All snakes should simply be left alone!*** If a snake cannot be ignored (it is in the bathroom, or equivalent) you should log details of the call, then notify Staff immediately. *Do not attempt to identify a snake over the telephone.*

Exposure

Both Staff and volunteers run the risk of injury while working at or for the *TCWH*, just as much as at

home or another work environment. Slips and falls, cuts, bruises, etc. seem to be a fact of everyone's lives. We both hope and expect you to exercise *reasonable care and due caution* to limit your own possibility of injury. You should **never** place yourself in jeopardy in order to perform any task, or for the sake of any animal.

However, because of our contact with wild animals, you also run the risk of other special injuries. Remember that wild animals are afraid of humans, and will sometimes kick, scratch or bite to defend themselves. This may happen even when we do not think we are presenting any threat to the animal. While cleaning and feeding, you should be aware of this possibility and attempt to limit your exposure. For this reason alone, you should **never** pet, touch, or interfere with **any** animal. Remember that animals have good days and bad days just like us, and an animal that was calm or shy one day may be quite the opposite the next day. Do not be too trusting even of long-term residents.

It is also possible for you to contract diseases or parasites from wild animals, or to transmit them to your own domestic pets. You should wear gloves and otherwise limit your direct contact with animal droppings. Wash your hands and arms frequently. If you "step in it" (often an unavoidable act), clean up with disinfectant before going home.

Most wild birds rarely carry diseases that are directly transmissible to humans, and the precautions above should serve as adequate protection. However, mammals are frequent patients of *TCWH* and their potential for infection of humans with a number of diseases and parasites makes it imperative that **volunteers never touch any mammal** except at the direction, and under the supervision, of Staff.

Rabies is a concern, especially with wild mammal patients. While the disease can be carried by any warm blooded animal (including birds), certain species are much more common vectors. In our area, skunks, bats and raccoons are the likeliest carriers. **These species are a particular concern**, since they can carry the disease, transmit it to others, and show no clinical signs of the disease themselves (asymptomatic carriers). Incidence of the disease in wild populations is usually quite low (less than 5%), but epidemic outbreaks do occur. In humans, symptoms may appear from two weeks to ten months after exposure, and once clinical signs begin, the prognosis for survival is virtually zero. You must be aware of the risk, and take all precautions to prevent exposure. Raccoons and other mammals may also harbor any of dozens of additional pathogenic organisms that are directly transmissible to humans. Again, **volunteers must never touch any mammal** except at the direction, and under the supervision, of Staff.

If you have any pre-existing medical problems, or any heightened concerns about potential exposures, discuss your volunteer work with your doctor or health care professional. If you are injured in any way, no matter how minor the injury, report it to Staff immediately.

Patient Intake

Wildlife patients are brought to *TCWH* by the public at any time, and in many ways. Certain procedures apply to the admission of all patients:

1) The person(s) bringing the animal should be thanked for their concern and their efforts on behalf of wildlife.

2) The person should be asked to fill out a "Green Sheet" (titled *Injured Wildlife Drop-Off*). Simply state that this is information "for our records". Leave them alone to fill out the sheet, as it includes a solicitation that we want them to take time to read. If they do not know what kind of animal they have in hand, or if they are unable to describe its injuries, reassure them that Staff will check the identification and the diagnosis.

3) *If the front gate is open* (meaning the people did not climb the fence), invite them to look around, visit the enclosures, and tour the public portions of the Hospital.

4) **You** bring the animal into the clinic (clinic is closed to visitors), and call Staff to evaluate the animal. If it is necessary to transfer the animal from a container to one of our own cages, *exercise due caution* for the protection of yourself and of the animal. Better yet, simply wait for Staff to arrive.

5) If a donation is offered, attach it to the Green Sheet; don't put it into the "money jar". Keep the Green Sheet with the animal. You may tell the donor that, by their donation, they will be enrolled as a Member of the *TCWH*, and will receive our *Newsletter* in the future.

6) **Do not discuss the animal's prognosis.** Many people will have surprisingly strong emotional reactions when dealing with sick or injured animals. You may assure them that the animal will receive the best care available, and every effort will be made to return it to the wild.

If the person wishes to check on the progress of the patient, suggest that they wait a few days and then call us by telephone. This gives us a chance to properly evaluate the animal and its progress. Wild animals under treatment **cannot** be visited by the public. It may be necessary to explain that this is for the sake of the animal, to prevent it from acclimating to human contact any more than necessary. By law, wild animals **cannot** be "returned" to private citizens, whether for release or any other purpose. You may explain this if asked, further explaining that the animal will be released in a proper habitat as close to its origin as possible. We **cannot** and **do not** call people to announce the release of any animal. With 2,000 or so patients a year, this simply is not possible, nor would a public release be in the best interests of most recovered patients.

If you encounter any problems with this procedure, allow Staff to deal with them.

Feeding Protocol

Specific feeding and cleaning procedures are addressed separately. In general, all cages and enclosures are cleaned and raked daily. All water bowls and ponds are disinfected daily. Diets are posted on a Menu Board for easy reference. In general, all cleaning chores should be performed **before** any diets are prepared or distributed.

Diets are chosen to provide the highest nutritional levels possible, for the sake of the animals involved. Some prepared rations are used for certain species. These chows are expensive, and care should be exercised to minimize waste. Additionally, whole animals including mice, rats, chickens and fish are used as feed. Note that, in the wild, predators eat entire prey animals, not just muscle tissue as we do. It is important that wild predators receive this same diet while in captivity. Bones of the prey provide calcium, stomach contents provide vitamins and minerals, while fur and feathers supply needed bulk.

Permanently impaired residents of *TCWH* are taught to accept killed food, because of the dangers inherent in capturing prey inside cages or enclosures. Releasable predators, though, must often be supplied with living prey animals to be sure that their hunting skills are adequate to permit a wild existence.

About medical treatment

When an animal is brought to *TCWH* for treatment, Staff must evaluate the condition of the animal and the prospects for its eventual return to the wild. Note that two different criteria are important in this evaluation. First, the animal's immediate medical condition and the prognosis for recovery. Secondly, and separately, the prospects for the animal's eventual release. Patients thus break down into three main categories:

Category 1 is made up of animals whose illness or injury is so great that no amount of medical attention can save its life.

Category 2 animals are those whose prognosis for survival after treatment is quite high, but whose injuries will not allow survival in the wild, e.g. wing amputees, blind animals, etc.

Category 3 animals require immediate medical intervention to save the animal's life, with variable prognosis for survival, e.g. critical poisoning victims. Prospects for release, though, are excellent if the animal can be brought through the critical period. This category also includes most uninjured orphans and juveniles.

It is our policy that Category 1 animals should be euthanized as soon as possible, to put an end to their

suffering. When no hope for recovery exists, this is the only humane choice.

Handling of Category 3 animals is also quite clearly defined. Regardless of the type of animal (sparrow or eagle, snake or panther), all possible resources should be directed toward its successful treatment, recovery, and release.

Unfortunately, the handling of Category 2 animals is problematic. It is the philosophy of *TCWH* that an animal's quality of life should receive first consideration. Simply saving that life, without thought for the eventual outcome, may not always be the humane thing to do.

With few exceptions, most crippled wild animals cannot succeed in the natural ecosystem. "Saving" an animal that will be permanently impaired does it a disservice if its fate then relegates it to life in a cage. Most truly wild animals have great difficulty adjusting to caged life and close contact with human beings, causing the animals to live in perpetual stress. For these reasons, the regulatory agencies that govern our Hospital (Florida Fish and Wildlife Conservation Commission, and the U.S. Fish & Wildlife Service) specifically prohibit rehabilitators from creating an endless number of permanently impaired animals, requiring instead that they be humanely euthanized. Creation and maintenance of permanently impaired animals is permitted only when certain criteria are satisfied:

- a) The animal serve an educational or scientific purpose, or
- b) the animal be used for captive breeding, with offspring released to the wild.

TCWH maintains a number of impaired animals, for educational purposes and for captive breeding. In addition, we belong to a national placement service that allows us to place certain impaired animals with educational and scientific institutions throughout the country. You should be aware, though, that such institutions cannot absorb an unlimited number of animals, and that certain species are too common to find placement. Know that, for the sake of the animals themselves, *TCWH* will not create permanent cripples merely to warehouse them in cages.

The above philosophy applies to native wild animals, which constitute the vast majority of *TCWH*'s patients. Occasionally other animals, considered "exotics" or non-native animals, are presented for treatment. Common exotics include Muscovy Ducks and other poultry, as well as English Sparrows, European Starlings, Rock Doves (commonly called Pigeons), and mammals including Ferrets and the Red Fox. Other non-native species encountered include the green iguana, various parrots, pythons and boa constrictors, monkeys, and many, many others. Note that it is *illegal* for *anyone* (including *TCWH*) to release exotic species into the wild, *regardless of their origin*. This means that there are only two alternatives for exotics brought to *TCWH* for care: (1) Arrange for their permanent maintenance in captivity, here or elsewhere, or (2) euthanize them. While this seems harsh, the law is designed to protect our fragile ecosystem from the catastrophic effects of the introduction of exotic species.

It is relatively easy to find placement for valuable exotic pet species, either with a zoo or with an individual having the necessary permits and/or experience to possess them. Staff also has contacts with game farm and waterfowl breeders, who may accept limited numbers of certain species. Pigeon fanciers sometimes accept a few "street" birds into their flocks. As a humanitarian effort, Staff will make its best attempt to place exotics in proper perpetual-care situations, but the fact remains that this is not always possible. When legal and legitimate placement cannot be found, we will not warehouse such animals at *TCWH*; the law requires that they be euthanized, and we will obey the law.

BABY RAISING - VOLUNTEER'S GENERAL INFORMATION

Follow all written and verbal instructions:

- There will usually be written instructions either on the dry erase board or on the animal's cage.
- Be sure and read all labels -- food labels and cleaning supply labels.
- Feel free to make notes for the staff on the board or on paper. You are our eyes and ears also.

Stress in wild animals and imprinting:

- The PRIMARY RULES in wildlife rehabilitation:
 - limit stress and
 - prevent imprinting.
- Stress KILLS! Any handling is stressful to the animal's metabolism, will compromise its immune system (make it more susceptible to infections and other problems) and may even cause sudden death.
- Resist the temptation for ANY handling of, or talking to, a wild animal. It is extremely important to limit physical contact to feeding time only. Human voices are stressful to injured animals in our clinic and in your care. If this stress is overcome by constant repetition, then the opposite lesson is learned: human voices are normal to be around. They are NOT. We do not want any wild animal to be used to human voices or touch. A wild animal would never purposely seek out human voices or climb on us for any reason. When we talk to, pet, or let a baby climb on us, we are imprinting that animal on us. You must resist the temptation! All of the many hours of hard work that went into feeding and housing that animal will be negated if it is imprinted. We will NEVER release an imprinted animal. Remember when the temptation arises to play with an animal, that your reward will come later and be much greater when you know the animal you have helped raise is truly wild and will be a successful release!

Housing and Equipment:

- Heating pads * Set on low or medium. NEVER on high. An optimum temperature for the inside of the animal's housing is 85-95 degrees. We won't always have thermometers, so use your best judgement.
- Be aware of hypothermia (body temperature too low) and hyperthermia (body temperature too high) - NOTE: When transporting, be aware of temperature changes in your car and your house. Do not place pet taxis near open windows with drafts, and beware of bright, hot sunlight coming through windows.
- Pet taxis are to be kept clean (with disintegrator) and checked for any holes to prevent escapes.
- Pet taxis are to be lined with newspaper on the bottom with a small to medium sized towel on top of that. Cover the entire pet taxi with another towel to prevent too much light from getting in. Babies need to sleep, and must be protected from human-related sights and sounds.
- Towels - *it is extremely important to check towels for holes and frayed edges. **Throw away the bad towels.***
- Oral Syringes - sterilize; throw away if old and sticky
- Teats - Sterilize and use as many times over as you can as they are very expensive. Note: cut a small hole in the brand new teats.

Measurements:

We use a number of systems of measurement and sometimes this may be confusing. Inches, centimeters, pounds, ounces, liters and milliliters, cc's (pronounced see-see's), drops, "a dropperful", "a little bit" - all may be used at some time or other. Please be aware of the amounts included with any instructions. If the system of measurement is unfamiliar to you, or if the amount just does not seem right, please ask for clarification.

Food: Use only the foods identified in the instructions - make no substitutions and never add new or different items without discussion with staff.

-Most of the time the baby foods (milk-matrix, nutristart, or others) will be prepared and labeled in the clinic refrigerator or freezer. However, you should learn to prepare these formulas yourself just in case.

-Other food items such as crickets and omnivore diets can be quickly and easily prepared as needed.

- Always use fresh food items and throw away any food that has been in a cage more than 5 hours.

- Try to use common sense on the size and depth of the food bowls being used in each cage. Small animals can easily drown in milk and water bowls that are too deep.

-Cut food pieces appropriate to the size of the animal. Tiny pieces for tiny mouths and then graduate to bigger pieces as they grow.

Be aware of any changes:

-You are our eyes and ears when we are not around. Sometimes you will notice changes in an animal's normal behavior, such as eating, perching, posture, feces or urine problems. Make notes of any changes you might observe so we can correct the problem.

- Watch for signs of parasites. It is normal for an animal to clean or preen itself, but excessive biting or scratching can be a sign of parasite problems.

Casualties are a part of rehabilitation:

- There are going to be occasions when no matter how much care an animal receives, it will die for apparently no reason. In wildlife rehabilitation, we are at a disadvantage from the beginning simply because we do not have a history on the animal. We do not know what it ate, where it lived, was it dropped or attacked by a cat, etc. Some animals simply fail to develop properly because of congenital (born-in) problems. For these reasons, all we can do is give the animal a thorough physical exam and treat it for any medical problems we see. However, there are going to be times when an animal seems perfectly healthy and it dies anyway. Please don't take this too hard. It's just the way it is. We don't want you to even for one second think it was something you did wrong! An old rehabilitator's motto is "Any sorrow is less than the joy of release". The successful release of many animals will make up for the sorrow of losing a few.

Volunteer Training Guide

Feeding and Cleaning

This is a step by step guideline to aid the new, as well as the experienced, volunteers with feeding and cleaning tasks. We require that you follow this guideline so please read it carefully and discuss with Staff any questions that you might have. Please refer to these guidelines whenever you need. We will not expect you to do more than your physical capabilities or your experience and training allow. Over time we believe that you will become capable and confident in many tasks, but every journey begins with its first step.

RULES

There are a few basic rules that must be observed at all times:

*Staff are responsible for performing, supervising, and coordinating your training, to ensure proper care for the animals and safety for us humans. Most of that training as well as daily routines of animal care are the province of our Hospital Assistants. Other members of Staff may also provide you with training and direction. Please be attentive and cooperative with all members of Staff.

*Volunteers should work a consistent schedule, volunteering a specific day or days of the week and at a specific time. Please discuss your personal schedule with Staff. Illnesses and emergencies do occur, but please realize that others will have to substitute in your absence. Please try to call in advance if you cannot come on your day.

* The animals that are housed here are NOT pets; they are wild animals, and we wish to keep them so. We do not talk to them or pet them because doing so causes them great stress. This is especially true for the wild babies that are in our incubators and brooders. These animals are meant for release and must not be stroked, picked up, or even talked to. By doing so, you are imprinting them on humans, and this imprinting is detrimental to a successful release of the animal.

* For safety reasons, the general public is never allowed in the clinic or the non-public areas that you use to service the animals. Therefore, if you see anyone entering the clinic or the off-public areas, please get a staff member to handle the situation. Volunteers should also try to limit their time in the clinic, to avoid interference with the critical patients housed there.

* Do not take home any feathers that you may find in the enclosures. We know that it is a temptation, but possession of feathers is ILLEGAL, and if caught in possession, you are seriously jeopardizing our permits! There is a major fine involved if caught doing so. Any good quality feathers that you find should be brought to a staff member to be saved for Native American tribes who have permits to use these feathers. Other feathers should be disposed of with the rest of the trash.

* All of the animal enclosures are padlocked, and must remain this way. Be sure that the outside safety door is closed BEFORE opening the inner enclosure doors. Keep all inside enclosure doors clipped, even if you are coming right back to them. Hang locks in the outside doors whenever you leave the enclosure. Animals can bump into the doors, or the wind can open them, resulting in escapes. *Be extremely careful about doors!*

* If the public has any questions that you do not feel confident in answering, please get a staff member.

* Please let a staff member know when there is anything wrong with a particular animal such as changes in eating habits, limping, or sluggishness, etc.

* In order to receive a volunteer T-Shirt, you must have come in to work a minimum of 5 times. Please try to remember to wear your shirt on the days that you volunteer. It lets the public know who you are!

* Remember that dirty waterers should not be dumped in the enclosures. Doing so defeats the whole purpose of cleaning!

LETS GET STARTED

* Check the VOLUNTEER TASK BOARD - This board is kept in the work area and needs to be checked each time you come. By notations on this board, anyone who arrives after you can easily see what is being done and what still needs to be completed.

* Gather all of the tools that you will need to clean. They are as follows:

- A rake
- A garbage-bag lined bucket
- A scrub brush
- A scoop
- Rubber gloves to protect your hands
- A hose for wash-downs

Cage and Enclosure Cleaning

color code refers to cage location diagram which follows

All food scraps, leftovers, garbage, feces, etc must go into plastic bags and be placed in the dumpster. None of these materials may be thrown onto the ground or over the fence. Never place any extra food outside of the cages. Water bowls should be emptied outside of the cage. For most cleaning you will use rake, brush, scraper, bucket lined with plastic bag, and Disintegrator spray.

Use good judgement. Prevent escapes. Prevent injury to yourself. Realize that cages, cage sizes, cage furnishings, even size and number of water bowls are deliberately chosen. Do NOT make changes without specific permission from Staff.

Large cages, cages with dirt floors (including flight cages, song birds, crows)

Enter and leave cages carefully to prevent escapes. Empty water bowl outside the cage. Rake floor, pick up and discard scraps and feces. Scrub perches and any furniture or soiled walls with Disintegrator. Rinse all well. Scrub bowl, rinse well, return to cage and fill.

Cages with gravel floors

Hand pick any scraps, feathers, pieces-- anything that can be picked up; do NOT pick out any rocks, even if soiled. Spray cleaner (disintegrator) onto perch and gravel. Scrub perch and gravel-- rub the dirty gravel around. Rinse all.

Mews

Wait for Staff to put birds out in the perching area. Then clean same as above.

Sophie

Drain large black toilet using valves on outside of cage. Enter the cage. Empty water bowl into the toilet. Scrub toilet with Disintegrator then rinse. Use rake, brush, scraper, bucket lined with plastic bag, Disintegrator spray. Rake floor, pick up and discard scraps and feces. Scrub perches and furniture with Disintegrator. Rinse all well. Scrub water bowl, rinse well, and fill. Exit the cage and fill toilet.

Turtles and tortoises

Empty water bowls, scrub with disintegrator, rinse well, refill. Pick up and remove food scraps and feces.

Alligators

Notify Staff if cleaning is needed. Do not attempt to clean these yourself.

Iguanas

Remove food scraps and feces. Empty, wash, and refill water bowl. **CAUTION!** Mind escapes and bites.

Deer pen

Usually nothing to clean. **CAUTION!** Deer are dangerous, never less than 2 people in deer enclosure.

Hanging cages **and inside-clinic cages if Staff requests**

Try to return each cage to the same condition as you find it, except clean. Scrub with Disintegrator and rinse thoroughly. Use the same kind and size water bowl. If plastic mats or cloth towels are present, clean or replace with clean. Do not change furniture or replace with bigger or 'better'.

Squirrel cage

Remove old food shells and hulls. Scrub and refill water bowl(s).

SPECIAL NOTES:

The pelican pond takes approximately 20 minutes to refill. Try to remember to shut it off!

Toxic poisoning is a very serious problem with the grain eaters. (Ducks, turkeys, cranes, etc.) If food is left on the ground, it becomes contaminated, and if it is then eaten by an animal, it can create an internal problem that is almost always fatal. To prevent this, all grains and chows must be thoroughly raked up and removed.

"Sophie" the Bobcat has a flush potty that has to be changed daily. Pull the handle and run water to flush. Let the water run free for a few minutes to help prevent clogs in the drain pipe, then rinse and refill. Sophie needs fresh drinking water every day also. After cleaning her drinking water bowl, fill with clean water and place it on a platform. Exit her cage by shutting her inside door and latching it, before opening the safety door.

DEER PEN - CAUTION! - The deer look cute and act sweet, but captive deer have killed their keepers. **DO NOT** enter this area without authorization. Do **NOT** go into this enclosure alone. One person should carry the food, while another person carries a garbage can lid. Stay together. One person pays attention to feeding, while the other (with the can lid) provides protection from the animals. There is usually nothing to clean in this pen, and feeding is simple. Fill the deer food bucket with deer chow.

FOOD PREPARATION

A staff member usually supervises the food preparation. If you are helping with food prep, please communicate what cage you are preparing so that it will not get made twice. To avoid confusion, please read the menu board clearly and follow all instructions. Note that diets change, so do not trust your memory.

Do not change the diet outlined for any animal!! The **AMOUNT** given is as critical as the **TYPE** of food given. It is *not a kindness* to overfeed, nor is it acceptable to offer "treats".

When feeding, remember that all fish, chicks and rats are thrown on the ground **EXCEPT** the pelican enclosure, which gets fed differently than all others. Feed large fish to the pelicans until they are full and walk away. Then you may throw a few extra fish on the ground.

All grains, seeds, and chows stay in their bowls and plates.

After food is placed in an enclosure, bring back the dirty plates. Wash and dry all dishes and put back into the cabinet appropriately. Make sure the food prep area is clean.

Graphic removed for PDF creation--
it's a view of our facility, with color
coded areas and enclosures to cor-
respond to the codes on previous
pages

Specific Responsibilities of a Volunteer

OVERVIEW

The TCWH Volunteer Handbook has been developed to provide general guidelines about TCWH policies and procedures for volunteers. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your volunteer experience. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as an offer or contract of employment. Additionally, these guidelines are subject to modification, amendment or revocation by TCWH at any time, without advance notice.

The volunteer policies of TCWH are established by the Board of Directors, which has delegated authority and responsibility for their administration to the Executive Director. The Executive Director may, in turn, delegate authority for administering specific policies. Volunteers are encouraged to consult the Executive Director for additional information regarding the policies, procedures, and privileges described in this Handbook.

TCWH will provide each volunteer a copy of this Handbook. All volunteers are expected to abide by it. The highest standards of personal and professional ethics and behavior are expected of all TCWH volunteers. Further, TCWH expects each volunteer to display good judgment, diplomacy and courtesy in his or her professional relationships with members of TCWH's Board of Directors, committees, membership, staff, volunteers, and the general public.

AT-WILL VOLUNTEERING

All volunteering at TCWH is "at-will." This means that volunteers may be terminated from volunteering with TCWH with or without cause, and volunteers are free to leave their volunteering involvement with TCWH with or without cause. Any representation by any TCWH employee or volunteer contrary to this policy is not binding upon TCWH unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.

SEPARATION

Either TCWH or the volunteer may initiate separation. The Executive Director has authority to accept or to separate all volunteers.

Circumstances under which separation may occur include:

1. Resignation. Volunteers are entitled to end their volunteering whenever they wish without repercussions.
2. Termination. Under certain circumstances, the separation of a volunteer may be deemed necessary to the best interests of TCWH. The Executive Director has authority to discharge a volunteer from volunteering at TCWH. As stated above, all volunteering at TCWH is "at-will." This means that volunteers may be terminated from volunteering at TCWH with or without cause, and volunteers are free to end volunteering at TCWH with or without cause. Reasons for termination initiated by TCWH may include, but are not limited to:

- Falsifying or withholding information on your volunteer application that did or would have affected TCWH's decision to accept you as a volunteer (this conduct will result in your immediate termination);
- Falsifying or withholding information in other records including questionnaires or any other records;
- Performance of volunteer tasks below a level acceptable to TCWH;
- Insubordination;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage, or endangering the animals in TCWH's care;
- Destroying or willfully damaging the personal property of another, including TCWH's property, while performing volunteer duties at TCWH's physical location or elsewhere;
- Breach of confidentiality;
- Using or appearing to use for personal gain (financial or otherwise) any information

- obtained while volunteering, which is not readily available to the general public or disclosing such information that damages the interests of TCWH or its supporters;
- Placing oneself in a position in which personal interests and those of TCWH are or appear to be in conflict;
- Using TCWH property or services for personal gain (financial or otherwise) or taking, removing or disposing of TCWH material, supplies or equipment without proper authority;
- Gambling in any form on TCWH property;
- Dishonesty;
- Theft;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages on the TCWH premises at any time in violation of TCWH's policies;
- Excessive tardiness or absenteeism that interferes with the volunteer experience of others, or with the jobs of employees; and
- Engaging in discriminatory behavior, including sexual harassment.

The above list is meant to be illustrative. At the sole discretion of the Executive Director, the volunteer may be asked to leave immediately or be given a period of notice.

RETURN OF PROPERTY

Volunteers are responsible for TCWH equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,
- Identification badges,
- Office/building/gate keys including electronic keys,
- Office/building security passes,
- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation, or immediately upon request by the Executive Director or his or her designee, volunteers must return all TCWH property that is in their possession or control. TCWH also may take any action deemed appropriate to recover or protect its property.

NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that is not otherwise publicly available that a volunteer learns about TCWH, or its members or donors, as a result of volunteering for TCWH constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by TCWH including other volunteers, or to other persons employed by TCWH who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of TCWH. The disclosure, distribution, electronic transmission or copying of TCWH's confidential information is prohibited. Such information includes, but is not limited to the following examples:

- Compensation data.
- Program and financial information, including information related to donors.
- Information about pending projects and proposals that has not been released to the public.
- Personnel data and/or personal information about employees, volunteers, donors, or others.

- Any other proprietary information the disclosure of which would or could impair TCWH's ability to perform its mission.

Volunteers are required to sign a CONFIDENTIALITY POLICY AND PLEDGE agreement as a condition of volunteering. Any volunteer who discloses confidential TCWH information will be subject to disciplinary action (including possible separation and any legal remedy), even if he or she does not actually benefit from the disclosure of such information.

While close working relationships between staff and volunteers are desired, this is not to be construed as permission for the inclusion or involvement of volunteers in personnel disputes. Personnel issues are to be strictly confined to the involved staff member(s) or volunteer(s) and the Executive Director in order to avoid violations of confidentiality.

Furthermore, a volunteer shall not attempt to make him- or herself a party to disputes regarding the course of care chosen for an animal, for the treatment provided or not provided, or for the animal's ultimate disposition. Such decisions are the province of the Animal Care staff as delegated, subject to the ultimate authority of the Executive Director. Volunteers, including Animal Care volunteers, shall not involve themselves in insubordinate behaviors or discussions with staff members, with other volunteers, or with members of the public regarding animal care decisions in a manner that would or could impair TCWH's ability to perform its mission.

COMPUTER AND INFORMATION SECURITY

This section sets forth some important rules relating to the use of TCWH's computer and communications systems and records. These include centralized computer equipment, all associated software, and TCWH's telephone, voice mail and electronic mail systems and records.

TCWH has provided these systems to support its mission. Although limited personal use of TCWH's systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, TCWH's ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in TCWH's computer and communication systems (including documents, other electronic files, email and recorded voice mail messages, faxes, and email addresses) are the property of TCWH. TCWH may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in TCWH's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to TCWH. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate the item from the system.

TCWH's systems must not be used to create or transmit material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, TCWH's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to TCWH's host computer system, networks and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided:

Attempts should not be made to bypass, or render ineffective, security facilities provided by the company.

Passwords should not be shared between users. If written down, passwords should be kept in locked drawers or other places not easily accessible.

Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.

Individual users should never make changes or modifications to the hardware configuration of

computer equipment. Requests for such changes should be directed to the Executive Director.

Additions to or modifications of the standard software configuration provided on TCWH's PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to the Executive Director.

Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to computer support or the Executive Director.

Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers. Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to computer support or management. Downloading or copying documents from outside the company may present a security risk.

Users should not attempt to boot PCs from floppy diskettes. This practice also risks the introduction of a computer virus.

TCWH's computer facilities should not be used to attempt unauthorized access to or use of other organizations' computer systems and data.

Computer games should not be loaded on TCWH's PCs.

Unlicensed software should not be loaded or executed on TCWH's PCs.

Company software (whether developed internally or licensed) should not be copied onto floppy diskettes or other media other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.

Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to computer support or management.

Should you have any questions about any of the above policy guidelines, please contact the Executive Director.

INTERNET ACCEPTABLE USE POLICY

At this time, desktop access to the Internet is provided to volunteers when there is a necessity and the access has been specifically approved. TCWH has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of TCWH, its ethical responsibilities, these Policies, or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination of volunteer status, may result if the guidelines are not followed.

TCWH may monitor usage of the Internet by volunteers, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, TCWH may restrict access to certain sites that it deems are not necessary for business purposes.

TCWH's connection to the Internet may not be used for any of the following activities:

- The Internet must not be used to access, create, transmit, print or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.
- The Internet must not be used to access, send, receive or solicit sexually-oriented messages or images.
- Downloading or disseminating of copyrighted material that is available on the Internet is an infringement of copyright law. Permission to copy the material must be obtained

from the publisher. For assistance with copyrighted material, contact the Executive Director.

- Without prior approval of the Executive Director, software should not be downloaded from the Internet as the download could introduce a computer virus onto TCWH's computer equipment. In addition, copyright laws may cover the software so the downloading could be an infringement of copyright law.
- Volunteers should safeguard against using the Internet to transmit personal comments or statements through email or to post information to news groups that may be mistaken as the position of TCWH.
- Volunteers should guard against the disclosure of confidential information through the use of Internet email or news groups.
- Volunteers should not download personal email or Instant Messaging software to TCWH computers.
- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to send unsolicited emails to employees, volunteers, Board Members, or members of the public.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job related purposes.
- The Internet should not be used to endorse political candidates or campaigns.
- The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site. Requests for approval must be submitted to the Executive Director.

REPORTING MISFEASANCE, MALFEASANCE, AND NONFEASANCE

Misfeasance, malfeasance and nonfeasance are serious matters and may even rise to the level of criminal conduct. Assertions of such conduct against staff or volunteers, including senior management, will be investigated fully. Volunteers are encouraged to report such conduct to the Executive Director. In the event of an assertion of such conduct on the part of the Executive Director, a volunteer should report directly to the President of the Board of Directors, whose current name and address will be appended below.

Due to the gravity of any such assertion, the reporting volunteer must put into writing:

- the details of the misconduct;
- the names of any additional witnesses to the misconduct;
- documentary evidence that such misconduct occurred; and
- the identity of the reporting volunteer.

If TCWH determines that such misconduct has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Volunteers who report, in good faith, assertions of serious misconduct and volunteers who cooperate with investigations into alleged serious misconduct will not be subject to retaliation. However, assertions of serious misconduct which upon investigation are deemed not to have been made in good faith may be treated as harassment, insubordination, or other prohibited actions. Upon completion of the investigation, TCWH will inform the volunteer who made the complaint of the results of the investigation.

If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or the Executive Director.

Adopted 25 September 2006 by the TCWH Board of Directors

Jim Haugk, President
5909 SE Federal Hwy
Stuart, FL 34997-7871

This page must be completed, executed on both sides, and turned in to TCWH on or before a volunteer's first day of volunteer duties. Should a volunteer fail to do so, or should a volunteer have any questions about or disagreements with materials within this Handbook, the matter must be resolved with the Executive Director before the volunteer may undertake any duties.

VOLUNTEER RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the TCWH Volunteer Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the TCWH Volunteer Handbook is not an employment contract. I acknowledge and understand that I have the right to resign from my volunteer position with TCWH at any time with or without notice and with or without cause, and that TCWH has the right to terminate my volunteering at any time with or without notice and with or without cause.

I have read, understand and agree to all of the above. I have also read and understand the TCWH Volunteer Handbook and agree to abide by the policies contained within it.

Signature _____

Print Name _____

Date _____

If the Volunteer above is a minor, a Parent or other Legal Guardian attests to agreement by his/her

Signature _____ Printed name _____ Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that is not otherwise publicly available that a volunteer learns about TCWH, or its members or donors, as a result of volunteering for TCWH constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by TCWH including other volunteers, or to persons employed by TCWH who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of TCWH's confidential information is prohibited. Any volunteer who discloses confidential TCWH information will be subject to disciplinary action (including possible separation and any legal remedy), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____

Print Name _____

Date _____

If the Volunteer above is a minor, a Parent or other Legal Guardian attests to agreement by his/her

Signature _____ Printed name _____ Date _____

Volunteer Contact Information - Please *neatly print* all information

Name _____ Date _____
Address _____ Apt _____
City _____ State _____ ZIP _____
email _____ Phones: _____ work/other _____
Driver's license number _____ State of issue _____

Emergency Information - We intend the information below to be available to emergency medical personnel in the event that you, our volunteer, become ill or are injured. You are entitled to provide or withhold any or all of this information at your option.

Date of birth _____ Social security number _____

Existing health conditions or disabilities _____

Medication(s) routinely taken _____

Allergies (including drugs) _____

Doctor's name _____ Phone _____

Emergency contact name _____

Relationship _____

Telephones _____

Alternate contact name _____

Relationship _____ Telephones _____

Please provide any other information that we should have on file:

RELEASE

I the undersigned, as a volunteer for the Treasure Coast Wildlife Hospital, Inc., do hereby attest and agree that:

- my volunteer work is performed of my own free choice,
- such work may necessarily expose me to certain risks and/or dangers, and
- I knowingly accept any such risks and/or dangers to myself and my property.
- I have chosen to provide, or not to provide, the emergency information above.

I agree that the Treasure Coast Wildlife Hospital, Inc., its Board of Directors, its paid Staff, and its Volunteers shall not be held responsible or liable for any injury or damage to myself or my property that may result from my volunteer involvement with the Treasure Coast Wildlife Hospital, Inc.

Printed name _____

Signature of above _____

Date _____

If the Volunteer above is a minor, a Parent or other Legal Guardian attests to agreement by his/her

Signature _____ Printed name _____ Date _____