Liberty Wildlife

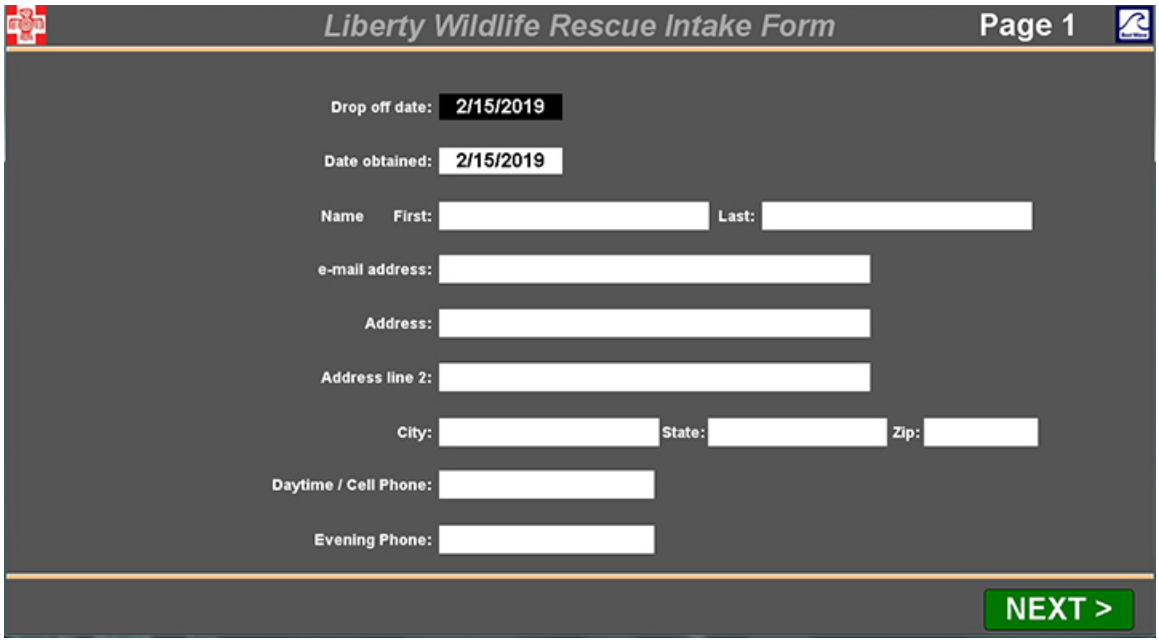
Intake Window Manual

The Intake/Admissions window is vital to the operation at Liberty Wildlife. The vast majority of animals for whom we provide needed medical intervention each year arrive through this portal. The public brings in most of the animals as we cannot possibly send out rescue volunteers for all of the injured and orphaned backyard birds and small mammals that are found in and around the Valley. During the fall and winter, the intake rate is very slow but during the spring and summer, the numbers explode, approaching a hundred or more per day.
The job has many facets. An animal needing help is brought to the window, it is identified, logged in, and placed in Triage, pending an initial assessment by Medical Services. We have tried to simplify the process as much as possible since when it gets busy, speed is paramount. In the next few pages, we will try to outline the procedure to make it easier for everyone. In any event, there is always someone down the hall in Triage, ICU, or Orphan Care who can assist you. DON'T HESITATE TO ASK FOR HELP!

An animal arrives:
Always try to greet everyone bringing in a bird, bunny, or other animal. This is only common courtesy. My technique is to ask, "What have you brought to us?" This acknowledges their arrival and, if they are accurate in their species identification you'll have an idea what type and size container you'll need to have for the animal. During Baby Bird season, you'll mostly be using the single type berry baskets. We try to use the smallest container that will house the bird or animal as space in Triage and Orphan Care is limited and containers stack up quickly on busy days. Then you begin the log-in procedure. We now have three computers that can be used for taking the information from the person dropping off the animal. The first page displays an amber button that says "BEGIN NEW INTAKE"

(Figure 1).

When you click on this button, the first real data form will appear:

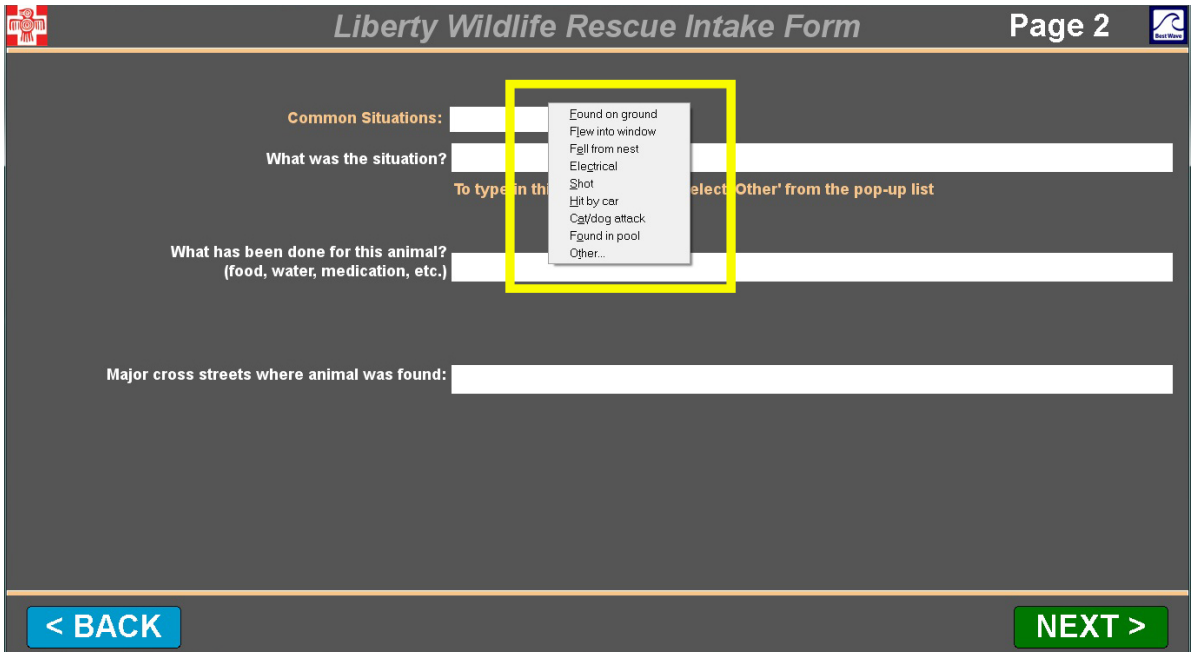


(Figure 2).

This is the longest screen and all information deals with the person dropping off the animal. The drop off date defaults to today's date which will be the same as the date obtained unless they tell you they have had the animal for some length of time. If anyone asks why we need to know this, the required information is specified by our permit from USFW. It includes their first and last names, their e-mail address, their physical address, and a phone number. You don't have to specify Daytime/Cell or Evening phone, just any phone number they are willing provide. If you have an individual that is unwilling to give us any of this data, you can explain that it's only for USFW statistics. If they are adamant about not giving the requested information, just put "refused" or "Not given" in the specific field. If you leave too many spaces blank, the program won't let you go forward. When you get to the bottom,click on the "Next" button, bringing up page 2. (Figure 3)

(Figure 3)

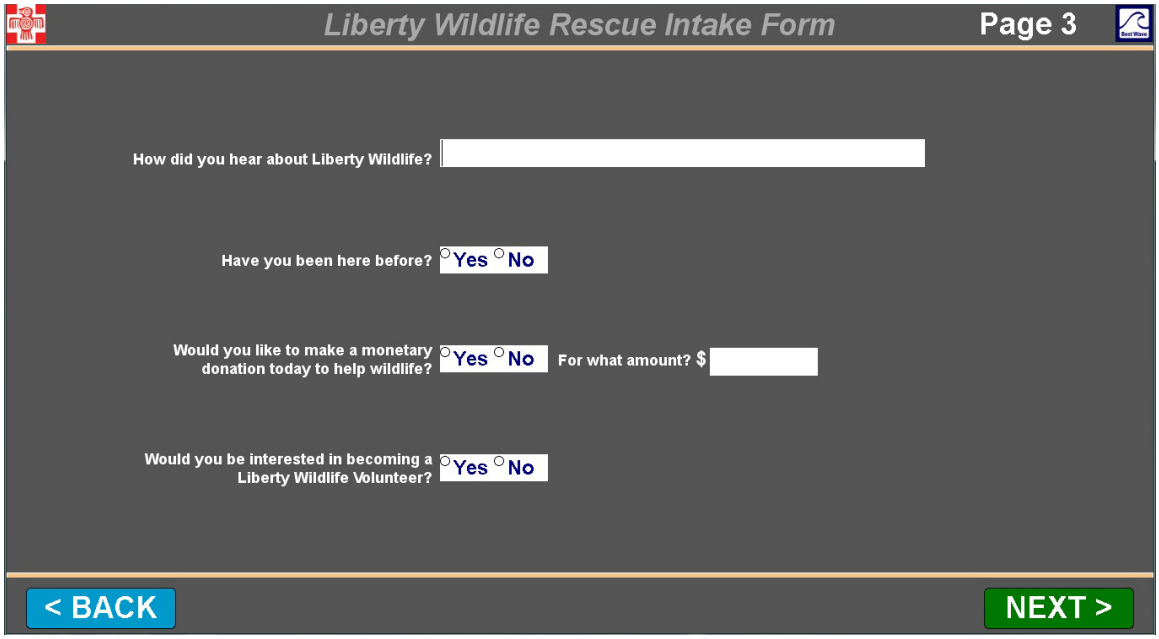
This page begins with "Common Situations" which has a downward arrow indicating a drop down menu. Clicking this displays the most common reasons an animal was brought to us (Figure 4).



(Figure 4)

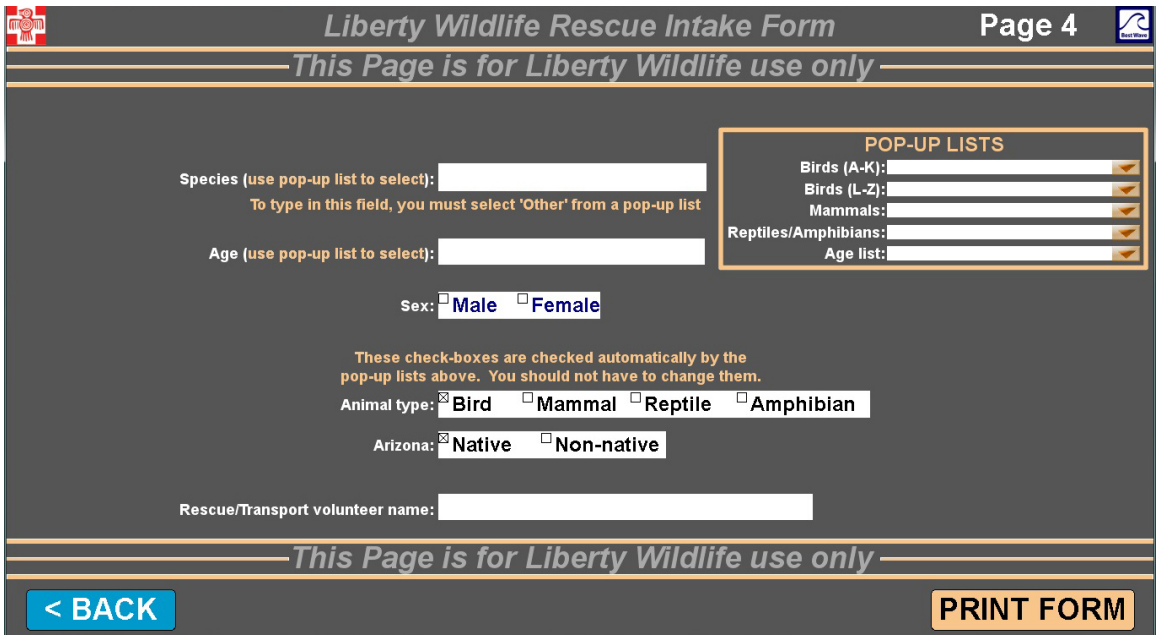
In most cases, the first selection (**Found on Ground)** will suffice, unless a more specific case is appropriate. The most notable situations would include "Found in Pool" and "Cat/dog attack" since fitting into these categories will have an effect on what treatment the animal gets. If the people have some other story that seems to

bear on the possible treatment, click “Other” opening that field for explanatory text. The next question “What has been done for this animal” is going to be removed and should be ignored. The last question on this page is asking for the MAJOR cross streets where the animal was found and is self-explanatory. Then we click “Next” again which will bring up page 3 (Figure 5)



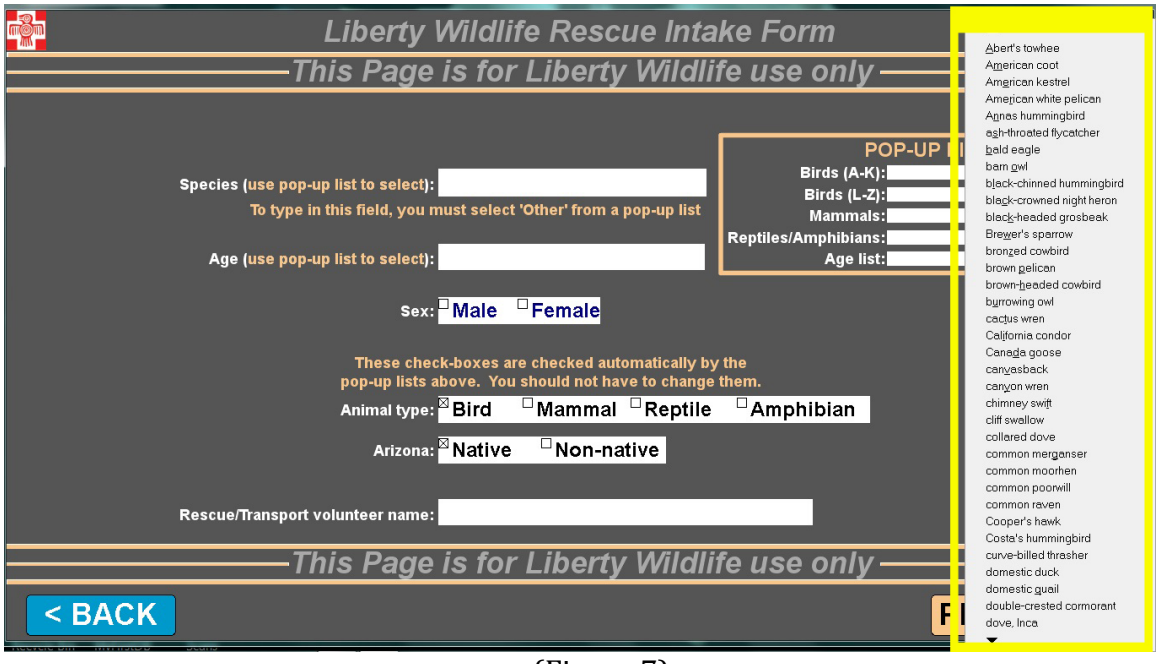
(Figure 5)

The first two questions on this page should be ignored as they will be deleted in the near future. The next question is VERY important and should be worded carefully. **“Would you like to make a donation to help pay for the care of THIS animal?”** Don’t generalize and say it’s to *help wildlife*, or *care for animals*, or anything like that. We’re requesting they contribute to help pay for THIS animal. If they say yes, give them one of the donation envelopes and have them fill it out. Put the cash, CC slip, or check into the envelope, seal it, and put it into the large slot in locker #1. If they say they don’t have any cash, remind them we take credit cards and checks as well. We can’t afford to miss any donations! *Don’t offer making a donation on-line unless they ask.* You can then ask them if they want to be a volunteer. Don’t check either Yes or No as this will only generate another window for you to close. The link that used to connect this box to Carol Suits has gone away. If they say they would like to volunteer, give them a business card and tell them to go to the website and select the “Volunteer” tab. Everything they need will be there plus the application. Then click “Next” to bring up page 4 (Figure 6)



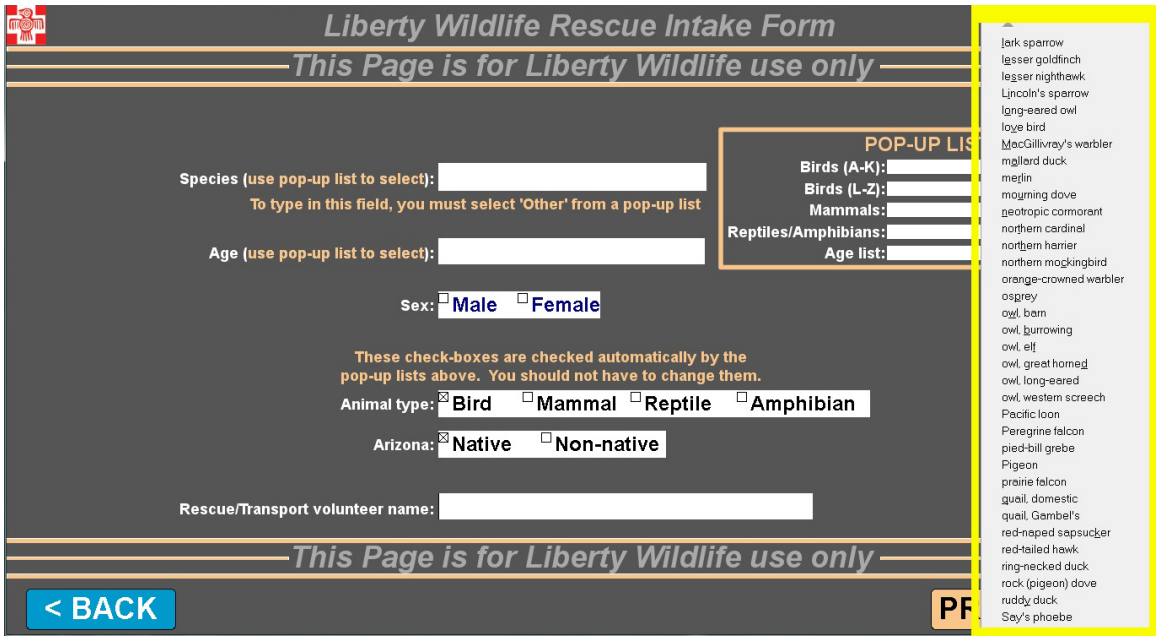
(Figure 6)

The first selection is SPECIES and you'll need to go to the drop down menu box on the right side of the page. If it's a bird that starts with A thru K, select the first tab. This will produce a long menu of bird species. (Figure 7) Notice that when you get to the bottom of these lists, you can scroll lower for more species.



(Figure 7)

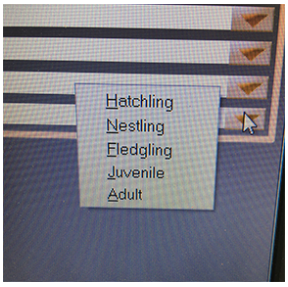
Be careful as some birds are not where you might look for them. For instance, "Kestrel" is under **A** for "American Kestrel." Likewise, Roadrunner is under **G** for "Greater Roadrunner." Some are listed more than once, such as pigeons which are on the second menu box, L thru Z (Figure 8) as "Pigeons" but also under "Doves (rock) Pigeons."



(Figure 8)

You'll just have to get used to where the names are, but since we get a lot of the same species, it isn't too difficult. If you get in a truly strange bird and its name cannot be found, click "Other" and then you can type in what you think it is. Only do this as a last resort as it makes the end-of-the-year report more difficult. If you are unsure of the species, ask someone in OC or Triage but don't get hung up deciding since speed is your friend. If you do guess incorrectly, it can be changed later on.

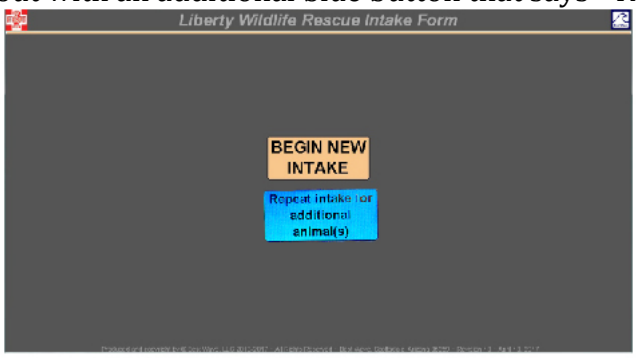
The next menu is "Age" (Figure 9) and again, make your best guess. I defy anyone to tell me when a bird goes from hatchling to nestling or when a bunny becomes an infant from a newborn. Besides, this will not determine its treatment as the people in the ICU or OC will know what to do and will not rely on what is on the intake form. Just make your best guess and go with it. If you're spending more than 5 seconds on this question, you're wasting time.



(Figure 9)

The next check box is "Sex" and this can generally be ignored unless the subject is a kestrel or an adult grackle and you are *certain* of its gender. If you can tell what it is, so can the people down the hall, so if in doubt, leave it blank.

The next two lines (Animal Type and Arizona)are populated automatically from what you have already entered so disregard them. The next box is "Transport volunteer Name" and since the R&T people should be logging in their own animals, you can also disregard this question. NOW, just click on "Print Screen." The intake /medical record will then print on the printer. Every animal that arrives needs a record sheet so if you get in a box of 10 ducklings, you will need 10 record sheets. The Liberty numbers are automatically assigned and in sequential order. After you click on the "Print" button, the screen will default to the "Begin New Intake" page but with an additional blue button that says " Repeat Intake for additional animal(s)" that will remain active or about 2 minutes. (Figure 10) If you have multiple intakes, clicking this will bring up page 1 with your previously entered data already filled in. If nothing changed, click "Next" for page 2, and so on for four pages and then click "Print Record" again. DO this for as many



(Figure 10)

records as you need for the number of animals you took in. If you wait too long and the blue button disappears, you'll have to re-enter the data on each page.

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

If you haven't already done it, you can carefully take the patient out of whatever it arrived in and put it into a berry basket of appropriate size or a plastic tub, secure the top, and take it back to Triage. In the case of raptors, if you are not trained to handle hawks, owls, or falcons, ask someone in Triage or ICU to help you. If no one is in available to help you, leave it in the box in which it arrived. Put it in the brooder if it'll fit, or on the steel shelf if the brooder is full or in use. Larger birds (adult raptors and water fowl) can go into one of the large steel cages against the wall. Every intake, no matter the age or species, must go through Triage so once you have the animal there, you are finished with that intake and can go back to the window for the next admission.

A few points:

We cannot give updates on animals. The sheer numbers preclude this so do NOT tell people that we will call them about how their animal is doing. Also, NEVER give out your own number or you invite trouble. Remind people that the animal is going to

get the best care it can possibly ever get and we will do our best. There are some copies of a note explaining this in the stationery holder at the window.

Once an animal is given to us through the window, it will not be given back. The only exceptions are non-native species (notably pigeons) that the person wants to take in lieu of euthanasia. In this case, make a note on the medical sheet that the person will come and claim it if it is set to be PTS.

If the intake is a bat, make sure you don't touch the animal. All bat intakes must fill out the bat protocol sheet (Figure 14), found in the "Bat Intake" folder in the organizer to the left of the window. This will be attached to the medical record. Advise the Med Services team about the bat arrival so someone who has had the rabies series can help with the intake.

Although it might be difficult, try to resist letting the people take too many photos of the animal before you take it back to Triage. Stress is one of the biggest threats to an injured animal's survival and posing for photos is stressful. The rescue team knows that "WARM, DARK, and Quiet" is the best so try to get that across to the public as well. Saying good-bye might make the people feel better but it won't help the animal.

If the intake screen says that the printer toner is low, keep going. When it actually starts printing "thin" pages (leaving a light stripe on the page", take the toner cartridge out and shake it. This can extend the life of the toner several more sheets (or even days!). When you have to shake it after nearly every page, then you can change the cartridge.

When you notice the red striping on the credit card tape beginning to show, change he tape. There is a supply of it in the black horizontal filing cabinet.

The closing volunteer should make sure the window is locked after the last intake is made each day. Then roll down the shade. The computer can be left on.

Pet Surrender

Liberty Wildlife is a native wildlife rehabilitation facility and due to our federal and state permits, we are unable to take in any pets or domestic animals. Below is a list of domestic animals/pets that we do not accept*:

- Domestic bunnies/rabbits
- Dogs
- Cats
- Fancy rats
- Domestic Ferrets
- African tortoises; tortoises
- Red-eared sliders; aquatic turtles
- Farm animals

Arizona Humane Society

602-997-7585 ext 3800
petresourcecenter@azhumane.org
$60 surrender fee
Dogs, cats, and critters

Arizona Animal Welfare League

intake@aawl.org
No walk-ins
$50 surrender fee
Dogs, cats, and critters

Halo Rescue

602-971-9222
info@halorescue.org
Contact for fee
Dogs and cats

Phoenix Herpetological Society

480-513-4377 ext 2
dan@phoenixherp.com
Aquatic turtles $35
Tortoises (up to 25lb) $35
Tortoises (over 45lb) $50

***If none of the above organizations will accept your pet or domestic animal, Liberty Wildlife will accept the animal with at $75 surrender fee.**

Online Resources

Adoptapet.com
Getyourpet.com
Rehomeyourpets.com