Phone Volunteer Tips

Volunteer Line at Procyon 905-729-0000

Remind them not to feed the animal - we can't stress this enough! Cold and dehydrated babies can't digest food, it can actually kill them! Adult animals are required to fast before sedation and examination.

We can only accept injured and orphaned animals under our authorization - we can't take healthy nuisance animals, and can't relocate animals. We can't accept domestic animals, even if they are feral domestic animals (feral cats, released domestic rabbits etc).

We can't admit animals raised as singles that are habituated to people or pets - We are not a sanctuary, so are not permitted to keep animals that can't survive in the wild.

Remind them not to transport wildlife with dogs in the vehicle - it is too stressful, and even dogs barking in our parking lot freaks out some of our animals (Poor Rusty!!). Plus some viruses are transmissible between pets and wildlife.

No cloth or fabric to catch a porcupine - plastic bins and newspaper are good options.

Please schedule a drop off time - make sure staff isn't off site at a vet appointment, please allow at least an hour before the end of shift to admit and settle an animal with medications etc.

Rescuers can't visit animals, and we can't return animals to them if they are not releasable. Please don't give out staff phone numbers to allow rescuers to try to convince us not to euthanize animals, we have to follow laws enforced by the Ministry of Natural Resources.

Pictures can be helpful to assess animal condition - they can email pictures to us to assess if the animal is in distress.

Bats - must not be handled bare handed! They can't take off from the ground, but need to drop from a height of a few feet to gain flight. Bats should be in torpor in the winter and will die if not admitted for care.

Fawns - always left on their own. If they are not crying, wounded, or covered in parasites they should be left for 24 hours to allow mom to return. A doe will not return if there are people in the area.

Rabbits - always left on their own. They have a very low success rate in captivity so should be raised by mom. They are grown and move on in 3 weeks. Do not move the nest!

Fledgling birds - it is normal for them to be grounded until they learn to fly.

Animals out in the daytime are not always sick.