Procyon Wildlife Hotline

Dialing in, Retrieving Messages, Getting approvals

Dealing with the Public

Always remember you are the voice of Procyon when you are working the phones. It is essential to remain calm and professional at all times.

Often the callers are worried, upset and/or frustrated – they may have called several places before they found us, they may be feeling frantic due to the situation – perhaps caused by their cat, dog or car etc

Help them to calm down if needed and then lead them through the process to see if the animal does in fact need help and if we can take it or we can try to help them find an alternate option.

Never make promises! There are so many variables. The only thing we CAN promise is that we will do everything we possibly can within our limited resources

Make sure they know that we are volunteers funded strictly by donations and always ask if they are able to contribute to the care of the animal they are bringing us

Getting the animal safely contained and transported to us is up to the rescuer but we do have options to help and can offer suggestions on safe ways to do so.

Hotline # 905-729-0033
This is the main public access phone line

- Dial into the Main Line and wait for the recording to start to play- before that ends – Press 9 to enter Voice Mail – PW is 6789
- Press 1 to hear saved messages, press 1 and then 1 again to hear new messages.
- If during the message you cannot understand the phone number or want the time the message was left you can press 0 and then 5 for more options and get details.
- If you have a clear message and are not worried about correct phone # then delete(press 7) after making your notes, if in doubt about the number or who/how to manage the message then press 9 to save until it can be resolved.

How to reach the centre / Animal Care teams

You will be provided access to the staff schedule and the animal care schedule so you know who is on duty each day or shift.

- Animal admits can only be approved by Crystal, Kylee or Sarah at this time (any updates will be shared). All of us are on the Phone Volunteer Messenger chat and whoever is available quickly can respond best that way.
- Crystal: 705-791-9856, Kylee: 705-796-1712, Sarah: 416-998-3076
- If you believe an animal needs care, reach out to the on duty Animal Care team member to see if we can accept that animal – they will need to know – what kind of animal, orphaned infant or injured adult, how many, and where it is from to make that determination. If there are questions or follow ups, they can help advise you or the rescuer if needed.

TIP: if the VM had enough info you can get an idea before calling rescuer back if we can/cannot take it to save a second call

- If the animal is approved then you will get all pertinent information to update the system (name, address, phone#, email etc) and advise the rescuer on safe handling and transportation and let the AC team know approx when to expect them to arrive. If you have not been able to get that information into the system before arrival please also let them know that so they can get it upon arrival.

- If the Animal Care Lead is not at the centre for expected arrival then they will let the onsite shift volunteers know when to expect and how / where to set up. If you receive follow up messages about changed schedule or not coming after all, then you may need to call into the centre directly – The internal phone line is 905-729-0000.
- In rare cases you may get a message that someone is already on the way to the centre so you can reach them the same way.

NOTE: WRMD Sign In: Admin1@procyonwildlife.com,

PW: Hotline-2024#

Calls not related to Animals in Distress

- Most calls not related to animal distress situations can be answered from our main website. We will always be pleasant and helpful and guide callers to those links etc or retrieve the info to share. Make yourself familiar with the many great tips on our site.
- Anything related to our authorization, property lease, billing etc should be forwarded to Debra – Debra Spilar (private cell 416-550-9723– Private number for us to forward, not to give out)
- Anything related to Volunteering should be forwarded to Linda – Linda Moores (private cell 705-259-4480 Private number for us to forward, not to give out)
- Anything related to our Website (internal or external) or our Gala should be forwarded to Angela – Angela VanBreeman (private cell 519-774-4600 Private number for us to forward, not to give out)

Calls not related to Animals in Distress

- Case Updates
  - You may often receive calls from rescuers checking up on the animals they have brought to us. These are not as urgent of course as those for animals in need of help but we do try to provide updates when we can as time allows.
  - Updates can sometimes be found in the WRMD system and searching is part of that training
  - Updates can be requested in the Telephone Volunteer chat – sometimes those need to then be forwarded to a foster caregiver so always let the caller know that it might take a day or two to get back to them
  - Updates related to euthanasia may be handled by the AC Team to give more full explanations until or unless you are comfortable with that

Start and End of each shift

- At the start of your shift - Check shared Messenger Chat for any ongoing situations from earlier shift(s) - make note of who is on for Admissions approvals
- At the end of your shift – make note of any calls that were not cleared that may roll over to the next shift or day (such as attempted reunification, transportation expected later or the following day.

Admissions Decisions

- The decisions on whether we can or cannot admit a particular animal or any more of a certain species is based on several criteria. Only the Animal Care primary team is up to date on all of the variables and therefore able to make those decisions.
- Some of the variables are:
  - Enough Volunteers to properly care for that animal(s)
  - Available quarantine space
  - Correct facilities for certain species
  - Available enclosure space to support the full growth cycle of infants
  - Availability of high needs fosters for those that require overnight care
  - Current health status or outbreaks of disease in the area or within a certain species
  - License restrictions (our MNRF license lists those species we are permitted to take
  - Conditions of our MNRF license that place some restrictions we must adhere to

Reference Materials

- Our Just4Volunteers website has many helpful resource materials to provide answers for many common situations and we will review during our one on one training as well as Staff and Volunteer schedules
- Finding other help options in Ontario www.ontariowildliferescue.ca Or the MNRF website
- The External Procyon Wildlife website had a lot of helpful information by species to assist with normal behaviour, how to tell if an animal needs help and ways to try to reunite with “mom”. It also has details for upcoming events, wishlist items etc
- Our Facebook and Instagram pages are recommended to be followed as some calls are in response to public posts that have been made so it can be helpful to know what they are referring to.

THANK YOU

Thank you for signing up to help us this way!!

It makes our days much easier to be able to concentrate on our animal care tasks without the constant interruption of the phone lines.

Even more importantly – having the time to ask questions and help guide our callers through trouble shooting can prevent babies coming in to us that don’t need to and allow them to live their best lives together with their family.