Updated April 2017

Grey Snow Eagle House

Volunteer Information

The Grey Snow Eagle House (GSEH) encourages people to come out and volunteer to learn about eagle conservation, rehabilitation, and long-term care. This document provides information relevant to a person interested in volunteering, so that they will understand what is expected. We appreciate all of our volunteers immensely and appreciate your interest in volunteering.

Application Process

Fill out the GSEH volunteer application (pg. 9 &10) and background check form. Send the completed documents to alonetree@iowanation.org or bring it by the facility and deliver to the Volunteer Coordinator, Ashley LoneTree. The managers will determine if your available times will coordinate with any of our time slots. If a shift is available, you will be interviewed and given an overview of the facility. Please check with the Volunteer Coordinator for the date and time. If no shift fits into your schedule, you will be asked to be put on a waiting list in which you will be contacted should one of your time slots open up. **Due to recent changes in insurance policies, starting May 1st 2017, the GSEH will be requiring all volunteers to pass a physical**. The GSEH will pay for the physical if it is conducted at the Iowa Tribe Clinic in Perkins, OK.

Time Requirement

The GSEH requests that, because of the time and dedication it takes our staff to train a new volunteer, anyone interested commit to volunteering **once a week for three months**. The time slot that you select will be completely up to you. However, it will need to be at least 4 consecutive hours. You are free to volunteer more than 4 hours in a week. If you need to take a day off, we ask that you give us a week notice so that we can prepare accordingly for your absence. If you do not call in/email in and do not show up for your scheduled time period with appropriate notice for three or more times, your volunteer position will be open for replacement. Once the three month time period has expired, you will be asked if you want to continue for another three months or be finished with your volunteer time at the GSEH.

Once you begin volunteering we depend on you being present, so that we can schedule tours, work on projects and divide up our daily activities. If you miss your shift without appropriate notice it **severely** hampers our daily activities. Also, please make it a point to be present at the time you sign up for. Leaving your shift early without notice is grounds for replacement. Excessive switching of days and times will not be acceptable.

Duties

Taking care of raptors requires physical labor. The daily activities for a volunteer can include, but is not limited to: daily care of eagles (food prep, cage cleaning, disinfecting, etc.), feeder animal care (rat care, rabbit care, quail care), craft projects (building enrichment items for birds), and small construction projects (perch building, cage repairs, etc.). Volunteers will also be invited to the two annual veterinary checks held at the facility.

Due to insurance policies, volunteers will **not** at any time catch an eagle or work with the education birds regardless of prior experience.

Training

Upon the first day of volunteering, a volunteer will be given a check-list of chores that they will be doing during their volunteer time (pg. 8). A person is considered “in training” until all of these things have been checked off and initialed by an aviary employee.

Uniform

The GSEH asks that you wear clothing that is appropriate for working outside. After your first day, GSEH will provide you with a Volunteer shirt. Consider this shirt to be your uniform while volunteering at GSEH. Wear it every shift. Shorts should be of appropriate length for a work environment. Footwear includes closed toe shoes or rubber boots. You never know who could drop into our facility

from the Iowa Tribe, Oklahoma Department of Wildlife, Fish and Wildlife or Oklahoma State University. All individuals should represent the facility in a professional manner.

Cellphone Use

Cellphone access is restricted to designated breaks and lunch time. If needed, there will be a safe place provided for you to stow your cellphone during your shift.

Social Media

The Grey Snow Eagle House asks that you request permission to put any images from the facility on any social media website. Please email any images you would like to use to mjudkins@iowanation.org for approval. We thank you in abiding by this request as we do not want any pictures to be misunderstood by an outside party.

GSEH Property

Property of Grey Snow Eagle House may not leave the aviary grounds unless given written permission from management. This includes, but is not limited to: feeder animals, waste fur and carcasses, veterinary supplies, and reference books.

Advancement

Volunteers will advance to the next level if they are in good standing at the following times:

0-3 months: Volunteer in Training

Volunteers at this stage will shadow employees or senior volunteers while they work towards completing the volunteer check list. Once the volunteer check list is completed, they will be assigned specific tasks to be completed that will be checked on by supervisors. Volunteers in training will be invited to attend quarterly trainings to advance their knowledge of raptor rehabilitation, education techniques, and research.

3-6 months: Volunteer

Volunteers at this stage are much more independent and will be assigned tasks to be completed during their assigned time. Volunteers are expected to check the schedule and manage their time efficiently to complete their assigned tasks in the proper way. Excessive calling out at this stage is very detrimental as others will have to complete the volunteer's assigned tasks. Volunteers at this stage will be invited to quarterly trainings to advance their knowledge. Volunteers will also be able to help teach new volunteers in the New Volunteer Orientation meetings. Volunteers in good standing at this stage will also be invited to yearly vet checks of the eagles when Dr. Welch comes to the Grey Snow Eagle House.

6+ months: Senior Volunteer

Volunteers at this stage will continue being assigned specific tasks for their hours at the aviary, but will have more of a leadership role in the volunteer program. They will also be able to help with onsite outreach when needed. Senior volunteers will be able to assist in teaching during quarterly trainings that they have previously attended. Senior volunteers will also aid in teaching new volunteers the daily activities at the aviary. Volunteers in good standing at this stage will also be invited to yearly vet checks of the eagles when Dr. Welch comes to the Grey Snow Eagle House.

Hours

Volunteer hours are recorded on Volgistics VicNet. This program can be launched from either office computer. You are expected to log in at the beginning of your shift and log your hours at the end of each shift. Your password will be emailed to you before your first shift. For more information see the VicNet flyer on the volunteer board or contact alonetree@iowanation.org.

Mice and Rat Protocol

The Grey Snow Eagle House knows that fresh food is essential to an eagle's well-being. It is the goal of the GSEH to provide fresh food whenever possible to ensure that the eagles get the nutrients they need. It takes careful and precise planning to successfully breed and raise quality feeder animals. This is an important part of what the GSEH does every day.

General Duties for Mice and Rats

Water: Check water bottles daily and replace empty ones with a clean, full one. Dirty bottles are left to soak in bleach water for a minimum of 10 minutes. Bottles are then thoroughly rinsed. Excess bleach can be harmful to the animals. Refill the clean bottles for the next day. If bottles are not cleaned daily they can become slimy and unsanitary. Check the water bottles frequently in hot temperatures to prevent dehydration in the animals.

Food: Rodent block is the main source of nutrition for these animals. Pellets should be available at all times and needs to be added if low. The cage lids have a food reservoir to allow easy access to the food. Fresh food can also be added to the rodent block such as fruit, vegetables, whole grain breads and crackers etc. with staff permission.

Caging: The rodent cages are made of Plexiglas with a metal lid. There are different sizes depending on the species needs. Mice are kept in smaller/lower cages and rats are kept in larger/taller cages. Rat cages have to have lids that latch, they can escape very easily. Larger rat cages are used for feeder groups and fully grown litters still with their mother. Smaller cages are for the breeder rats and smaller litters still with their mother. Each breeding family has their assigned shelf and each rat is given an identification tag that will follow them from cage to cage. All tags will have the rat's gender, name, approximate age and a detailed physical description. The female tag should also have their breeding partners, dates of breeding and productivity.

Cleaning Cages: Cages should be cleaned as needed. This is usually every other day depending on how many animals are in a cage. When the cage material is dirty or wet, a new cage of equal size should be prepared with a thin layer of pine shavings (for rat moms with babies and expectant moms; add straw for nesting material. For mice colonies, transfer a small amount of old bedding to new cage).

Transferring from one cage to another: When the new cage is ready, transfer the lid over from the old cage leaving a small gap open wide enough for the animal to fit. Picking the animals up by the tail is the easiest and least stressful way to handle them. Try to handle the animals as little as possible to reduce stress. For mother rats, she gets moved to the new cage first, then the babies. Be careful of rats with babies, they are very territorial and may bite. Newborns are counted and tallied on the mother's tag. Soiled cage material is tossed in the proper trash container and then the cage is scrubbed out with a small amount of pine-sol, sprayed with a bleach solution and let sit for 5 minutes. Rinse the cages well and dry thoroughly for the next use. Make sure to transfer the female's tag to the new cage.

Quail Protocol

Tip: There are instructions on which feed to use for each age of quail on the tags on the front of their cages

AM

- Refill food and water containers for the breeders and the growers. If all that is left of the food is sand sized, throw away and refill. If the water containers look dirty or have waste in them, empty them, scrub, and refill. Only give purified water to the quail
- Breeder quail get extra calcium on their food. Sprinkle powdered oyster shell on top of their food.
- Change out the newspapers in the quail trays. (once a day should be fine)
- Sweep and mop quail area every day.
- Collect eggs in a container and transport to ICU/Rat House. Put any new eggs into the refrigerator pointy side down in the egg holders.
- Make sure the refrigerator is at 50°F. If not, notify management.
- Check the water level of the incubator unless there is a do not open sign on the incubator. The water pan should be approximately half full-full.
- Check the digital reader on the incubator the temperature should be 100°F and the humidity should be between 44-55% unless there is a do not open sign in which it should be 55-65%. If the pan was empty it will probably be lower, just refill the pan. If the pan was full and it was off more than 5% contact management. If the humidity is wrong during the do not open sign period, notify management before opening the door.
- If any supplies are low, write them on the white board in the office.

PM

- Check food and water for the breeder and grower cages.
- Check water for the incubator and ensure it is at least half full.
- Put any new eggs into the refrigerator.

Notes: Please do not move eggs, young quail or breeders around without being told by management first.

Rabbit Cage Protocol

AM

- Refill water and food containers as needed
- Change out the trays as needed (every day if there are a lot of rabbits, every few days for fewer rabbits).
    - Put a light coating of pine pellets on the sides
    - Spread a layer of kitty litter in the middle
- Sweep and mop floor every day.
- If low on supplies write what we need on the whiteboard in the office.

PM

- Check food and water for rabbits. Refill as needed.
- If floor is dirty remop.

Eagle Care Protocols

Eagle Cages

Daily:

- Pick up food scraps and feathers (in separate bags)
- Drain pool of water
- Spray down EVERY PART of enclosure (including rocks, perches and walls) with well water
- Clean rocks out of pool
- Refill pool will RO water (Water must be tested and below 70 ppm)
- Rake cages to prevent rocks from gathering around edges of cage

Disinfect (with a member of the aviary staff only):

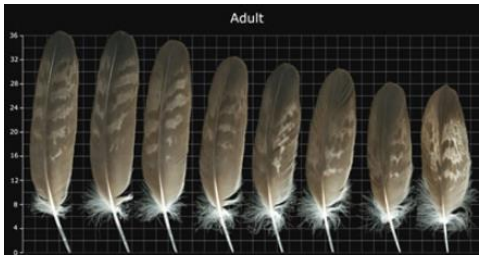
- Fill spray bottle will 1 cup bleach, then fill entire bottle with water
- Saturate half of cage with bleach mixture
- Wait at least 5 min
- Wash down that half cage with water
- Repeat with other half

ICU cages:

- Take out mats, newspaper, and trash bags
- Wipe down entire cage with pinesol/paper towels then bleach wipes
- Lay trash bags down
- Lay newspaper down on top of bag
- Lay clean mats on top of newspaper
- Give fresh water (Use water bottle in ICU)
- Have aviary staff transfer eagle to clean cage

ICU Mats:

- Place dirty mats in disinfectant tub (Mats will overnight in tub)
- If there are mats from the previous day in disinfectant tub, take them out before putting the newest ones in (These mats will be washed)
- Take previously soaked mats from disinfectant tub and hang using the mat clamps
- Use power washer to clean mats OR scrub mats then use the hose
- Let clean mats dry overnight

All Plumes (all sizes)		Drawer
All spikes (all sizes)		Drawer
All secondaries (all sizes)		Drawer
Contour feathers		Feather trash can

*Please lay wet feathers on the top of the feather cabinet to dry.

**Please put dirty feathers in the appropriate place.

***All non-eagle feathers should be placed in the appropriately labeled bag in the feather drawers.

If you have a question, please ask!

Check List

**Please put everything back where you got it and do not leave your trash lying around.

Cage	Pick up	Wash down	Rake	Disinfect Cage	Disinfect Pond
Mini flight					
Main flight					
East side (Goldens 1)					
West side					
Quarantine cage					
SE flight					
SEE flight (Goldens 2)					
Rehabilitation flight					
ICU outside cage					

Feeder Animals

Task	Date/Initial
Feed and water all feeder animals	
Clean rat/ mouse cages	
Clean rabbit cages	
Clean quail cages	

Food Preparation

Task	Date/Initial
Clean rats	
Clean rabbits	
Clean fish	
Clean quail	
Field dress and prep deer (seasonal)	

Other Eagle Related

Task	Date/Initial
ICU cages	
Powerwash mats	

Other

Task	Date/Initial
Vacuum/Sweep and mop office	
Sanitize office with bleach wipes	
Assist in giving a tour	

Grey Snow Eagle House
VOLUNTEER RELEASE

I hereby indicate my willingness to participate as a volunteer at the Grey Snow Eagle House. It is understood that I will follow instructions and directions given by the staff of the Grey Snow Eagle House. I agree to indemnify and hold harmless the Iowa Tribe, its officers and employees for any claims, liabilities and/or costs, including reasonable attorney's fees and defense costs, arising of any activities related to the performance of the Agreement.

In addition, I understand that volunteering does not guarantee a paid position with the aviary. While we appreciate every volunteer's hard work, it is impossible financially to hire everyone. Therefore, accumulating 80 hours only makes you eligible for an open position; it does not guarantee a position.

Name _____

Signature _____
(Signature is required of all applicants: must be 18 years of age or older)

Address _____

City_____State_____Zip_____

Date _____/_____/_____ Phone _____
MM/DD/YYYY

In case of emergency, contact:

Name _____

Phone

Day_____ Evening _____

Grey Snow Eagle House
VOLUNTEER APPLICATION

Name _____ Date _____

Address _____ E-mail _____

City _____ Phone _____

Date of Birth (minimum age of 18) _____ T-Shirt Size_____

Do you have any of the following?

Construction Experience
Rat Raising/Breeding Experience
Rehabilitation Experience
Falconry/Education bird Experience
Other skills _____

What are you interested in doing while you are volunteering?

_____

_____

The following is a list of the days we are open with the hours of operation for that day. Please select the days you want to work and write the hours you will be present on the line provided.

Mon (8-5)	Wed (8-5)	Thurs (8-5)	Fri (8-5)	Sat (8-5)	Sun (8-5)
_____	_____	_____	_____	_____	_____

We take volunteering very seriously. Once you volunteer, we depend on your being here to get the daily care and projects completed. Since situations in life change, this contract is only for three months. If after competing three months, you feel like you would like to extend your volunteering time another contract will be completed. Any more than 3 absences without a week prior approval will be terms for replacement.

Start Date _____ End Date _____

The birds are handled only when necessary and only by workers who have received special training that allows them to do so.
ITO is not liable for any personal injury incurred by volunteers at the facilities.
Volunteers must show proof of an up-to-date tetanus shot.

I have read and understand the contents of this contract.

Signature _____ Date _____

Signature of Manager _____ Date _____

Date	In	Out	Duties	Hours

• Bah-Kho-je Xla Chi • Grey Snow Eagle House •