



ANIMAL REHABILITATORS OF THE CAROLINAS Hotline Volunteer Agreement

Hotline Volunteers manage ARC's wildlife hotline and function as a liaison between our wildlife rehabilitators and the general public. During a shift, volunteers monitor hotline messages and return calls from the public. Volunteers provide callers with basic information regarding emergency care, advice on reuniting, and assisting with any other wildlife issues. If it is determined an animal requires rehabilitation, volunteers assist in locating a wildlife rehabilitator for the caller.

As a Hotline Volunteer I Agree to:

1. Complete ARC's Hotline Volunteer Training Course
2. Actively cover hotline for a minimum of two (2) four-hour shifts per month.
3. Commit to volunteer duties for a minimum of 6 month.
4. Follow the protocols and procedures as outlined in the ARC Hotline manual.
5. Maintain a professional and courteous manner at all times.
6. Handle all wildlife calls in accordance with applicable state laws.
7. Promptly notify the ARC Hotline Committee if I am unable to complete my hotline duties.

ARC's hotline provides a critical service to the general public and our local wildlife. I understand that it is important to manage my hotline shifts with dedication and reliability in order to ensure timely coordination of care.

I also understand that becoming a hotline volunteer does NOT provide me with official wildlife rehabilitation training and I will NOT be authorized to practice wildlife rehabilitation as a hotline volunteer.

I am aware that hotline volunteers routinely engage in interactions with the general public. I agree for safety purposes to protect any personal contact information that may put my personal safety or the safety of other ARC members at risk during any interactions I have with the public.

VOLUNTEER SIGNATURE
DATE

