



## Call-Taker Training:

### *Handling the Public's Wildlife Problems Over the Phone*

This presentation covers the tremendous value of a hotline service and how it can benefit animal control staff, rehabilitators, and the public alike by saving wild animals in a matter of minutes, educating the public on how to co-exist with wildlife, and reducing staff time and resources spent on intervention.

Animal control staff and rehabilitators often receive panicked calls from the public about “nuisance,” orphaned, or injured wildlife, and these calls can consume much staff time. The challenge is to properly diagnose the problem over the phone (callers often misinterpret what they’re seeing!) and get the caller’s cooperation to resolve the problem. Sometimes, hands-on assistance is required. Often, though, the problem is really a “people” problem, and it’s the *human* behavior that needs to be fixed.

This presentation includes vital psychological and diagnostic tips for working with the public. You’ll also learn how many displaced “orphaned” animals can be successfully reunited with their parent(s) when the caller receives the right strategies. Many common nuisance wildlife problems can be resolved quickly with a few simple tools and insight about the animal’s behavior. This interactive presentation will help reduce staff time and resources by teaching ACOs and rehabilitators how to handle wildlife dilemma calls in a time-efficient yet successful manner.

Overall, you’ll learn how to set up and execute a hotline service, and you’ll get invaluable tips for dealing with the public and achieving successful outcomes. This presentation is based on our experience running a public assistance wildlife hotline—which handled over 6000 calls annually—for almost two decades.

For more information,  
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