
Volunteer Handbook

Catty Shack Ranch Wildlife Sanctuary

Updated Jan. 2017



THE CATTY SHACK RANCH



WILDLIFE SANCTUARY
WWW.CATTYSHACK.ORG

Welcome

Welcome to the Catty Shack Ranch Wildlife Sanctuary Volunteer Program. Being a volunteer is immensely rewarding, educational, and fun. You can have a significant, positive impact on the lives of the resident animals in our care. Everything from giving guided tours to visitors to cleaning animals' enclosures, or sorting donations at the Thrift Store supports our mission to provide excellent care of our residents. We would not be where we are today if not for all of our hardworking, dedicated volunteers.

As a volunteer, you are a valuable asset to our organization overall and to the many animals relying on our care. Our goal is to continually improve and expand our facility to provide forever homes to more animals in need and create an educational and unforgettable experience for our visitors. The time and energy you contribute by volunteering helps us achieve these goals.



VOLUNTEERS ARE LOVE IN MOTION

Since your support as a volunteer is extremely important to us, your decision to participate must be made with the full understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information regarding our policies & procedures, tools for dealing with the public, and how to safely provide daily care to the animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the sanctuary.

Thank you for giving your time and energy to the animals at Catty Shack Ranch. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help. To retain necessary flexibility in the administration of policies and procedures, Catty Shack Ranch reserves the right to change, add to, or eliminate any of the policies described in this handbook.

Sincerely,

A handwritten signature in black ink, reading "Curt LoGiudice".

Curt LoGiudice

Founder and Executive Director

About Us

The Catty Shack Ranch Wildlife Sanctuary was founded in 1992 by Executive Director, Curt LoGiudice. Curt began working with exotic animals in 1982 and in 1994, became the Jacksonville representative for The Florida Panther Project where he conducted educational presentations on the endangered Florida panther. His rescue mission had begun. Today, Curt works closely with USDA and FWC officials when accepting new animals and regularly attends their conferences and symposiums. But most importantly, he has earned the respect of the animals in our care.

In 2000, we became a 501(c)3 non-profit organization and a Board of Directors was established. Many steps have been taken to ensure the best care possible for current and new residents. We have adopted a **no breeding, no selling, no trading, and no buying** policy. This helps ensure every animal that is given refuge here will not be jeopardized by irresponsible growth. Some of the cats were born here in the past, but they have stayed here and we have never sold, traded or bought any animals ever. We rescue and rehome animals regardless of their age or condition, providing all animals taken in at Catty Shack Ranch Wildlife Sanctuary with a permanent home for life.

In 2004, we opened to the public, and in just 8 years, we became TripAdvisor Jacksonville's #1 "Thing to Do!" In 2016, we had an estimated 85,000 visitors. We strongly believe in educating the public about the dangers of keeping these exotic animals as "house pets" and about their plight in the wild. We provide educational school tours and public events year-round allowing visitors an opportunity to meet our residents up close and learn about what makes these species unique.

We are fortunate to have our own medical facility on the property to care for our animals. We are capable of performing diagnostics using state-of-the-art digital x-ray and ultrasound machines. We can perform minor surgeries such as spays, neuters, biopsies, and dental. We work closely with a group of very dedicated veterinarians and dentists who are committed to providing our animals the best care available. Our Animal Health Coordinator communicates frequently with the veterinarians and specialists to diagnose and carry out all medical treatments.

The species under our care include tigers, lions, leopards, pumas, bobcats, foxes, coatimundis, and horses. The foxes and coatimundis affirm we are not solely about cats, and we are open to the possibility of providing sanctuary to other types of animals. Our Executive Director and Board of Directors considers each new request to take animals on a case-by-case basis.

Because we do not receive any city, state, or federal funding, we operate from the funds generated through public events and charitable donations. Our popular Adoption Program helps to raise funds for the general care and housing of our residents while engaging the adopters throughout the adoption year. We also offer corporate sponsorships through our Partner for Paws program. Such relationships with local and headquartered businesses are vital to the success of our future expansion as well as the medical care of our residents.



Location and Contacts

Sanctuary Physical Address:

The Catty Shack Ranch Wildlife Sanctuary
1860 Starratt Road
Jacksonville, Florida 32226

GPS Coordinates: Latitude: 30.4931757, **Longitude:** -81.5874794

Sanctuary Mailing Address:

P.O. Box 77057
Jacksonville, Florida 32226

Thrift Store Physical Address:

58 Oceanway Avenue
Jacksonville, Florida 32226

Sanctuary Main Phone: (904) 757-3603

Sanctuary Main Fax: (904) 757-4181

Curt LoGiudice — Executive Director

1860 Starratt Road, Jacksonville, Florida 32226
Office Phone: (904) 757-3603
Email: curt@cattyshack.com

Jordan Joseph — Volunteer Coordinator

Office Phone: (904) 757-3603
Cell Phone: (904) 613-3681
Email: jordan@cattyshack.com

Dr. Fred Stuart, DDS — Animal Health Coordinator

Office Phone: (904) 757-3603
Email: fred@cattyshack.com

Dr. Heather Avery, DVM — Head Veterinarian

Coastal Veterinary Hospital
13431 Beach Boulevard, Jacksonville, Florida 32246
Email: askdravery@gmail.com

Local Departments: Call (904) 630-CITY

Jacksonville Fire and Rescue - Station 49 (1.12 miles away)
14880 Yellow Bluff Road, Jacksonville, Florida 32226

Jacksonville Sheriff's Office

Dial 9-1-1 in the event of an emergency or (904) 630-0500 for a non-emergency.

Emergency Preparedness: **Evacuation Zone D**

Board of Directors

Curt LoGiudice

Founder and Executive Director
curt@cattyshack.com

Donald LoGiudice

Vice President

Evin LoGiudice

Handler
evin@cattyshack.com

Jennifer Altman

Veterinary Technician, Handler
jennifer@cattyshack.com

Dr. Fred Stuart, DDS

Animal Health Coordinator
fred@cattyshack.com

Nikki Kimbleton

News 4 Jax Anchor

Dr. Heather Avery, DVM

Head Veterinarian
askdravery@gmail.com

Staff Members

Jordan Joseph

Volunteer Coordinator
Business Partner Coordinator
jordan@cattyshack.com

Kurt Lessenthien

Adoption Coordinator
Administrative Assistant
adoptions@cattyshack.com

Senior Caregivers

Lisa Allen
(Amber Barrick)
Wynne Evans
Ann Frizzell
(Katie Greene)
Christine Heaton
Kim Hysmith
Liz Johnson
Jordan Joseph
Stephanie Koskinen
Kurt Lessenthien
Jennifer Lovelette
(Casie Mattox)
George Schwender
Michelle Troeger
Ron Wudarczyk

Code of Conduct

Respectful Behavior

As a member of the Catty Shack Ranch team, you are a representative of Catty Shack's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public, staff, and fellow volunteers. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination, or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions with staff and volunteers, members of the public, and in social media correspondence. You must be committed to providing exceptional customer service to our visitors, staff, and fellow volunteers. Please remember that you are a reflection of CSR.

Non-CSR Guests/Pets

It is not appropriate to bring children who are not "active" or "applicant" volunteers or your own pets to the facility while you are performing volunteer activities, unless otherwise approved. Volunteers with unapproved guests or pets will be asked to leave. If you find that you are unable to fulfill your volunteer shift without the distraction of other responsibilities (babysitting young children, pet sitting other animals, etc.), please cancel your volunteer assignment with at least 24 hours' notice.

Parking

The front entrance at 1860 Starratt Road is accessible only when we are open to the public. Please also use this gate when arriving to volunteer during a public event in order to avoid accidents. All volunteers will use the 1852 Starratt Road or 1864 Starratt Road entrance and park in designated parking areas while we are closed to the public. Do not block roadways. Be sure to adhere to the "Volunteer Parking" directional signs during special events.

Dress Code

Come prepared with the mindset that anything you wear will get dirty. No open-toed shoes, sandals, bare midriffs or apparel with offensive language or images allowed. Work gloves and waterproof shoes/boots are recommended.

As a Catty Shack volunteer, you are required to wear the following while performing volunteer activities on and off-site:

- ✓ **Two-Way Radio & Earpiece** — Radios are to be signed out and worn at all times when volunteering. Radio earpieces must be worn while public visitors are on property. You are responsible for these items and if lost, you must purchase a replacement.
- ✓ **CSR Volunteer shirt** — this will be assigned to you once you have completed the Volunteer Orientation and committed to volunteer with Catty Shack on an on-going basis. Only CSR volunteer shirts are to be worn by volunteers when we have guests on property for any public or private event. Volunteer shirts should not be worn while cleaning.
- ✓ **CSR Volunteer ID badge** — this will be assigned to you once you have completed the Volunteer Orientation and have committed to volunteer with Catty Shack on an on-going basis. Your badge should be worn any time we have guests on property.

We suggest you bring a snack when you come to volunteer. Water and Gatorade will be provided.

Smoking

Smoking is prohibited in all buildings and within 200 feet of animal areas. Volunteers who wish to smoke must do so in designated smoking areas. While working off-site events as a CSR volunteer, you may not smoke except when on breaks and out of public view.

Drugs and Alcohol

Under no circumstances shall a Volunteer work at our facility or off-site event while under the influence of drugs or alcohol. If suspected of being under the influence of drugs and/or alcohol, you

will be asked to leave immediately and will be subject to termination from the CSR Volunteer Program.

Privacy Policy & Conveying Correct Information

Information pertaining to Catty Shack's records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees, policies, or our residents unless you are sure you have current, accurate information. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of public guests, staff members, or fellow volunteers. Cheat sheets are available for tour guides and upon request. When in doubt, always refer the person to a CSR staff member.

Cell Phones

While you are here, we want you to keep your focus on the animals in your care and the customers in need of assistance. CSR strictly prohibits the use of cell phones and mobile devices that create unsafe situations. For those reasons, and because we don't want your phones damaged while performing volunteer duties, we ask that you keep your cell phone in a locker or your vehicle. Cell phone use while performing animal caregiving duties is strictly prohibited. Volunteers may not use their phones while interacting with public guests. If it is necessary for you to have your cell phone on you while volunteering, you may do so only with prior approval. If you should need to use your phone while volunteering, you must do so outside of the public barriers. Ear buds, headsets, and headphones shall not be used at any time while volunteering at CSR. Use of cell phones while working around animals may result in corrective action.

Animal Care

It is expected that CSR Volunteers will treat all animals in Catty Shack's care with compassion and respect. Ask for assistance from CSR staff or a Senior Caregiver when needed, and use caution at all times. Notify CSR staff of any observations or information you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases, remove sick animals from their enclosures without permission from the director, or administer medications without permission from the director. Any volunteer doing so will be subject to dismissal.

Injuries

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. Several first aid kits are located throughout the sanctuary. If you are injured while at CSR, you must notify the Volunteer Coordinator or staff member on duty immediately. In case of serious injury, call 911 immediately.

Please notify Volunteer Coordinator of any preexisting conditions or disabilities that would impact volunteer duties/assignments.

Complaints

Your point of contact regarding volunteering or sanctuary duties is the Volunteer Coordinator. Bring your concerns and questions to the coordinator first. If you have a concern/issue regarding a staff member/volunteer or an issue with CSR policy, immediately bring it to the attention of the Volunteer Coordinator so it can be resolved. If you are not satisfied with the resolution, you may take your complaint to the Director or Board Member.

If you have difficulties working with other volunteers or staff members, bring the situation to the attention of the Volunteer Coordinator or Director as soon as possible. We want to resolve issues so that we can all work effectively and respectfully as a team. Immediately report anything you interpret as harassment from staff, volunteers or the public to the Volunteer Coordinator or Director to ensure your safety and the safety of everyone on the premises.

Corrective Action

Volunteers who commit minor violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. Such violations could include disruptive behavior, habitual

absenteeism, misstatement of CSR policies, etc. Continued violations could result in additional counseling or dismissal.

Working with CSR

Media Relations

Volunteers are specifically prohibited from speaking on behalf of CSR to any representative of the media without prior approval by Director or Volunteer Coordinator. All media requests should be approved by the Executive Director, Curt LoGiudice — curt@cattyslack.com.

Ad Hoc Activities and Off-Site Events

CSR schedules and plans activities and events (on-site as well as off-site) for educational purposes, community involvement, and outreach initiatives several months in advance. As such, CSR has established protocols, procedures, branding standards, and assigned resources. Any and all activities and events, either on CSR premises or as represented as CSR in the public must be coordinated, and approved by a CSR staff member at least 30 days in advance. Unscheduled or impromptu activities or events will not be supported or endorsed by CSR.

All special events, on and off-site, are handled by the Event Coordinator, Lisa Allen. She can be reached by email at lisa@cattyslack.com.

Authorized Areas

Volunteers are permitted to access the public areas of CSR (those areas accessible to visitors) without restriction only during hours we are open to the public. When not open to the public, you must receive permission to access any public areas beyond the bamboo gates. Admittance is prohibited to restricted areas — including the animal areas (beyond the public barriers), Medical and X-Ray areas, quarantine areas, and professional guests' housing. Some volunteer activities may include access to restricted areas, but only for specified volunteer activities during an assigned time period. At no time are volunteers to walk through or spend time in unauthorized areas unless escorted by a CSR staff member.

Working with the Animals

Volunteers interested in becoming an animal caregiver must receive the supplemental Caregiver Handbook from the Volunteer Coordinator, and be aware of all safety measures and precautions prior to working with the animals. **All caregiving volunteers work in teams of 2 or more — there are no exceptions.** This is for the safety of our volunteers and our animals. All caregiving teams are led by at least 1 Senior Caregiver. A Senior Caregiver is a volunteer who has a minimum of 400 hours working with the animals in respective assignments. (A list of the current Senior Caregivers can be found on page 2 of this handbook.)

Cleaning enclosures requires moderately extensive manual labor and the ability to work in the heat, cold, and wet weather. You must also be able to lift approximately 40 pounds. Working around the animals requires constant attention and focus at all times. You must also be willing to work well in teams and follow instructions and safety precautions from the Senior Caregiver.

CSR has a strict no-contact policy. Under no circumstances should any volunteer have physical contact with the animals, including touching through the fencing. The ONLY exception to this rule involves care of the foxes and coatimundis by Senior Caregivers. This policy is non-negotiable and subject to corrective action.

Disease Precautions

CSR is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a volunteer at CSR, you must be sure to wear gloves or wash your hands frequently as well as clean all animal handling equipment thoroughly to prevent the spread of disease in the sanctuary.

Diluted bleach is used daily to disinfect enclosures, frequently used perimeter gates, and Medical and Kitchen areas. All animal enclosures are on a rotating schedule for deep cleans which involves the use of ProVetLogic, a cleaning agent specifically formulated for animal facilities to disinfect, prevent, and eradicate diseases. (Deep cleans are performed on a rotating basis, when an animal is sick, and during quarantine.) Please follow directions when using ProVetLogic and always dilute.

In the event of any injury, serious or minor, relating to contact with an animal, you must immediately report the incident to the Director, Volunteer Coordinator, or Board Member and a formal incident report will be documented. You are responsible for your own health and are advised to seek medical treatment from your doctor.

Emergency Protocol

The safety of CSR visitors, volunteers, and animals is a top priority. CSR has a detailed Critical Incident and Disaster Plan in the event of an animal escape, serious injury to an animal and/or volunteer or visitor, mandatory evacuation, and natural disaster such as hurricanes, fires, and floods. Detailed protocol will be provided when necessary and during safety drills.

While volunteering, it is important to be familiar with some basic emergency protocols. If you come across a venomous snake, or are not sure of the species, please radio Curt or Jordan, or you may use the code: Rikki-Tikki-Tavi (The Jungle Book's mongoose). Should an animal escape their enclosure, immediately remove yourself and any visitors, exiting out the nearest perimeter gate and closing it behind you. Never attempt to assist with capture of an animal, unless given direct instruction from the Director. **Always be sure to communicate potential dangers over the two-way radios to the appropriate person.**

Volunteer Requirements

What can you do for CSR?

On the following pages, you'll see a variety of assignment descriptions. Look through them, and then talk to the Volunteer Coordinator who will help you to decide when and where you are needed most based on your background and your interests.

Regular participation helps the residents at CSR and keeps you connected with with the rest of the CSR team. We are looking for committed volunteers who can participate in CSR activities a **minimum of 8 hours per month. Failure to fulfill the monthly hour minimum AND to attend 3 volunteer meetings in a row, OR more than 6 meetings over the course of a year, without special circumstances which have been communicated to the Volunteer Coordinator which prevent you from attending, will result in removal from the "active" volunteer roster.** Volunteer meetings are held on the first Monday of each month at 6:00pm.

If you can't come in at regularly scheduled times, there are other ways you can volunteer. We always need help at the CSR Thrift Store and with special events and marketing. Alternatives may be discussed in detail with the Volunteer Coordinator. Be sure to check your email for upcoming events and volunteer opportunities.

Orientation

All volunteers must attend an initial on-site CSR Volunteer Orientation prior to participating in any volunteer activities. Orientation is currently offered on the second Saturday of each month and lasts approximately 3 hours. During orientation, volunteers will be briefed on how to login to Volgistics to view and sign up for volunteer shifts, be shown where relevant buildings are located, where to park when volunteering, and how to perform some daily green-level assignments/tasks. Orientation will also include a safety briefing.

Communication

As an "active" volunteer, it is important to maintain consistent communication with the Volunteer Coordinator. Likewise, it is the responsibility of the Volunteer Coordinator to ensure volunteers are informed and updated of available volunteer opportunities, procedures, protocols, and changes that

might affect your position as a volunteer. Each week, you will receive an email from the Volunteer Coordinator informing you of the events scheduled for the upcoming week,

Volunteer Appreciation Program

We wanted a way to show you all how much we appreciate everything you do. For every 2 hours you volunteer, you will earn \$1 in "Catty Shack Bucks". You may use your CS Bucks on CS merchandise, concession items, admission tickets or gift certificates, or the Adoption Program. CS Bucks reset on the 1st of September each year; they do not roll over.

You can view a report of your acquired hours by logging into Volgistics and viewing "My Service History". You must contact Kurt Lessenthien at adoptions@cattys shack.com when you are ready to cash in your CS Bucks. Your hours will be verified and you will be given a simple form to complete.

As an active volunteer, you may also take advantage of free or discounted offers from our reciprocal attractions. Some of these attractions included the Georgia Sea Turtle Center, Kennedy Space Center, Comedy Zone, and the St. Augustine Alligator Farm.

Admission Policy

We want everyone to have the opportunity to enjoy the animals, but we must also balance that with the needs of fundraising to care for our residents. CSR allows **active** volunteers to visit the sanctuary during any of our public events at no charge. However, while we appreciate you encouraging family and friends to visit the sanctuary, they are expected to pay the regular admission rate or utilize your CS Bucks. If you decide to use your bucks to admit your guests, it must be approved by a staff member at least 24 hours in advance.

Volunteer Term

Both you and CSR are free at any time, with or without notice or cause, to end the volunteer relationship. Dismissed volunteers are not permitted entry to CSR beyond the public visiting hours.

Scheduling Service

Volunteer accountability is vital to Catty Shack's overall success. Volunteer service must be scheduled in advance or with 24 hour's notice. You will be given access to Volgistics volunteer scheduling software where you will be able to view open volunteer shifts and sign up and manage scheduled shifts.

Hours of Operation

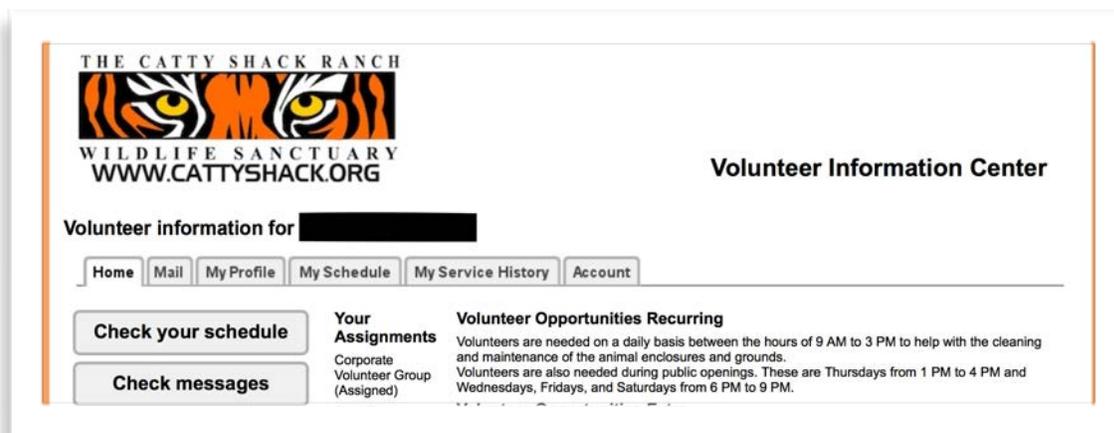
Volunteer shifts are available Monday-Sunday with the exception of specific holidays or unless otherwise stated. CSR Hours of Operation may be subject to change due to special events, veterinarian visits, etc. It is your responsibility to check the calendar and mailbox in Volgistics for schedule changes.

Volunteer entrance gate opens daily at 9:00 am and all volunteers must be off the CSR property no later than 9:00 pm, unless given prior approval by Director or Volunteer Coordinator.

Sign Up for Volunteer Activities

After attending the CSR Volunteer Orientation, volunteers will be able to log into the Volgistics Volunteer Information Center via <https://www.volgistics.com/ex/portal.dll/?from=261530>. You can also log on via the Volunteer page of the CSR website.

Assignments for a variety of volunteer duties and scheduled events are posted on Volgistics and you are able to schedule yourself for various activities and shifts that fit your interests and schedule. Log on to the Volunteer Information Center and sign up for any and all activities and events you are interested in participating in for CSR — these can be on-site or off-site.



Log Your Volunteer Service Hours

You will log your volunteer hours using Volgistics. Be sure to clock-in upon arrival and clock-out after completion of volunteer assignments. Volunteer service performed during off-site events or at home will be manually logged by the Volunteer Coordinator. Logging time is important for the sanctuary for grant programs, program development, and volunteer appreciation. The service hour log can also be used to submit to schools, businesses, and organizations for proof of completion of required volunteer service hours.

Punctuality & Cancellation

Your support matters - the animals and the CSR team are counting on you. Therefore, we ask that you do your best to fulfill your volunteer shift. Missing volunteer assigned shifts leaves spots available that could have otherwise been filled by other volunteers. You can change your volunteer shift on-line should you need to reschedule. Please notify the Volunteer Coordinator of cancellation 24 hours prior to a scheduled shift.

Contact Information

It is important to keep your contact information up to date at all times. Therefore, volunteers should notify the Volunteer Coordinator of changes in address, phone number, emergency contacts, or email address in a timely manner. These changes may also be made to your profile by logging into Volgistics.

Thrift Store

The Thrift Store's normal operating hours are Wednesday - Friday from 11:00 am to 4:00 pm and Saturday 10:00 am to 4:00 pm. Tasks at the Thrift Store include assisting customers with purchases, sorting donations, cleaning, organizing, etc. The Thrift Store is a great place for those looking for light-duty tasks and want to volunteer indoors. Please be sure to follow any instructions given to you by the Store Manager. You will clock-in and out at the Thrift Store just as you do when volunteering at the sanctuary.

Volunteer Assignments

This is by no means an exhaustive list, but instead a general guide to help you decide what your interests are and what skills and experience align best with available assignments.

Tour Guide

Tour guides are needed during all public events, and during some private events, to guide visitors around the sanctuary grounds and provide accurate information regarding our animals and our purpose. Tour guides receive proper training and materials before conducting public tours. Tour guide trainings must be scheduled with the Volunteer Coordinator. Cheat sheets are available for use during public tours. You must shadow 3 different tour guides prior to conducting your first tour. A staff member may shadow your tours to ensure you are conveying the correct information.

Maintenance

Maintenance volunteers ensure structural soundness of enclosures and other buildings and make repairs as necessary.

Administrative Assistant

Assist with data entry, donation receipts, answer incoming calls and general inquiry emails, and mail sorting. Admin volunteers are needed Monday-Saturday.

Enrichment Team Member

Enrichments are vital to the care of captive animals, promoting natural behaviors. Assist in developing and constructing new activities/toys for residents throughout the month, especially during public enrichment days. Team members meet once a month and must be maintaining volunteer minimum requirements.

Green-Level Tasks

These tasks include, but are not limited to, washing food pans and bins (kitchen area), sweeping and organizing kitchen area, light landscaping (mowing, weed eating, weeding flower beds), restocking the concession stand, checking trash and recycle receptacles, checking visitor restrooms, and setting up entrance pavilion. May also include pulling and rotating raw meat and taking inventory of meat supply and vitamins and supplements.

Yellow-Level Tasks

Food preparation for residents on Night Feeding days, weekly food preparation for small residents (bobcat, coatimundis, and foxes), performing a "lock-check" before public and/or private events.

Animal Caregiver

Caregiver assignments include cleaning of enclosures, reporting any concerns of the animals or their enclosures, and feedings. Caregivers must be able to work well in teams and be comfortable with manual labor. You must receive and understand the Caregiver Handbook prior to assisting in any caregiver assignments. Senior Caregivers are those who have acquired over 400 hours in caregiver assignments. Red-level position/assignment.

Marketing/Media

Assist with campaigns, promotions, media design, photography/videography. Assignments may also include social media management and blog posts.

Concessions Attendant

Assignments include stocking concession items, preparing and serving food to guests, and monetary transactions during public events.

Newsletter Team Member

Assist in writing, editing, or designing content for our e-newsletter list. Articles are assigned, but may also be suggested by team members.

Equine Caregiver

Providing care to our rescue horses such as feeding, cleaning, grooming, and enrichments. May include assisting the veterinarian during inoculations and/or farrier during hoof trimmings.

Yellow-level tasks may also include assisting visitors with parking during public events, restocking retail merchandise, assisting shoppers with retail purchases, operating cash register,

Red-Level Tasks

Senior Caregiver and Handler tasks only. Please refer to or request supplemental Caregiver Handbook.

Community Support

We are a non-profit organization with a very limited budget that is supported by admission costs, generous donors, and [Partner for Paws](#) business partners. We do not receive any city, state, or federal funding, nor grants, at this time. We have a responsibility to all of our sponsors to use our funds as wisely as we can.

Donations

Donations may be brought to the main office at 1860 Starratt Road, anytime during CSR staffed hours — Monday-Saturday, 9am-5pm. Large donations (too heavy, bulky, or numerous) should be scheduled by a CSR staff member to make arrangements to offload through the service entrance or pick up. You may also bring donations with you when you are scheduled to volunteer.

We also have an Amazon Wish List with specific, on-going needs. You can view that wish list here — https://www.amazon.com/gp/registry/wishlist/ref=cm_wl_search_3?ie=UTF8&cid=A14GZGN8VKU2DV.

All perishable supplies donated must be unexpired and unopened to be usable. CSR is always in need of the following items (**immediate needs are in blue**):

- **Dawn dishwashing liquid**

- Small hand towels

- **Blankets**

- Newspapers
- Kong toys and other sturdy, washable toys

- **Liquid laundry detergent**

- Unopened, unexpired peanut butter
- Cardboard boxes
- Construction paper
- Plastic storage bins
- Copy paper
- A-frame ladders
- Wheelbarrows

- **Paper towels**

- **Bleach**

- **Latex gloves (any size)**

- Unopened, unexpired spices
- Perfumes/Colognes

- **39-Gallon+ yard bags**

- **Ant killer**

- Garden rakes
- Shovels
- Fire extinguishers

- Hoses

- Yard gloves

- Grass seed or sod

- Post hole diggers

- Scrub brushes

- Buckets

- Paint (especially, but not limited to exterior flat black)

- Paint brushes and rollers

- **WD-40 spray lubricant**

- Fencing material (9-gauge)

- Hand tools (saws, drills, hammers, pliers, ratchet sets, etc.)

- Nails and deck screws (3 and 4-inch)

- Lumber (4x4, 2x4, 2x6, 2x8, plywood)

- Heavy duty pressure washer

- Weed eaters

- Gift cards (Walmart, Lowes, Home Depot, Publix)

- **Extension cords**

- Caution tape

- Tiki torches and refill liquid

- **Bug spray**

FAQs

It's raining. Can I still volunteer?

Yes! We work rain or shine, hot or cold! It is recommended that you invest in a durable rain boot and other protective clothing.

Are the volunteer work hours flexible?

Many of our volunteers have jobs, family, or other commitments, or are active-duty military. We have volunteer shifts available during the morning, afternoon, and evening of most days, as well as weekends. We will respect your prior obligations and do our best to accommodate your schedule. Please feel free to discuss your schedule with the Volunteer Coordinator so that you may be directed to the most suitable shifts.

What if I am unable to attend the monthly meetings?

The volunteer meetings are mandatory. However, we do understand that work schedules can conflict. If you are unable to attend a meeting, you must let the Volunteer Coordinator know in advance. Meeting minutes are available upon request.

Where does the funding to care for the animals come from?

CSR does not receive any funding from the city, state, or federal government. The funding we generate comes from admission during our public and private events and donations from visitors or sponsors. We also have an animal Adoption program which has been very popular. Support also comes from local businesses as part of our Partner for Paws program.

Why does CSR have a no breeding policy?

We adopted this policy in 2004 because our Board of Directors has established CSR as a sanctuary to animals in need. There is a large number of unwanted or mistreated exotic animals already, we do not see a need to add to that number. Remember, it is estimated that 3,900 tigers exist in the wild, while there are over 7,000 living in just the United States in captivity.

Were any of our residents born in the wild?

No. All of our residents have been born and bred in captivity, some for as many as 15 generations.

Where do the animals come from?

Our residents come primarily from facilities located in the southeast region of the U.S. Many of our residents have arrived as a result of a state (FWC) or federal (USDA) confiscation of a zoo, breeding facility, or illegal private ownership. Other residents have been surrendered by private owners or other facilities that can no longer care for or afford them. We do not currently care for animals rescued or retired from circuses.

Why do some of our residents limp? How are they being treated?

Just like us or our own domestic pets, we may develop arthritis as we age, and some cases are worse than others. Arthritis is a medical condition in which joints become inflamed and can cause a significant amount of discomfort or pain. It is an unwelcome, yet common side effect of aging. Because our residents are living nearly double their lifespans than in the wild, we treat many cases of arthritis. Adequan is prescribed for the control of pain and inflammation associated with arthritis. It is currently administered on some of our cougars, leopards, and tigers.

A complete list of conditions and medical treatment plans are available upon request.