Attachment 1: Course Outline for Wildlife Operators

1. Public / Personal Health & Safety
   - Understanding zoonotic diseases to ensure that the wildlife control technician can identify and remove diseased / sick wildlife thus preventing further outbreaks and the spiraling costs of disease control (i.e. raccoon feline distemper)
   - Utilizing protective measures aimed at avoiding disease transfer from animal to people
   - Protecting public health through standardized education and information
   - Understanding the role of The Canadian Cooperative Wildlife Health Centre (CCWHC), The Canadian Food Inspection Agency (CFIA) and Toronto Animal Services
   - Instruction provided on the importance of personal protective equipment (PPE), personal hygiene and the safe use of ladders, working at heights, equipment, tools etc.
   - Steps for the proper handling and disposal of contaminated materials and dead animals
   - Highlighting the advantages of Tetanus and Rabies vaccinations
   - Familiar with the Ministry of Labour’s Occupational Health & Safety Act

2. Professional and Humane Conduct
   - Understand basic behaviour and biology of common wildlife species
   - Work for the protection of wildlife and promote harmony between wildlife and the public
   - Offer reasonable pricing for the work performed and delivery of service that guarantees customer satisfaction
   - Use devices that do not cause suffering or unnecessary death
   - Apply methods that only involve humane deterring, repelling, evicting or excluding and in a manner that keeps animal families together
   - Utilize acceptable heated baby reunion boxes when reuniting offspring with their mother
   - Do not use cage or box traps on the outside of a building structure (i.e. only to be used on the inside of a working / living space) to avoid exposing the animal to inclement weather
   - Implement control measures that address the root cause of the wildlife problem and prevents reoccurrences
   - Monitor all work in progress in a timely fashion (i.e. traps, one-way doors, baby reunion boxes, etc.)
   - Keep detailed records of all work performed including date and time of job activities
   - Deliver sick, injured or orphaned wildlife to a licensed rehabilitator, animal services or veterinarian for care or euthanasia, if necessary.
   - Provide the client with a detailed written description and cost of the work to be performed, together with the applicable warranty, company name, address, phone number and the wildlife operators license number

3. Legal Requirements
   - Be compliant with all federal, provincial and municipal laws governing wildlife (i.e. OMNR’s Fish & Wildlife Conservation Act; Endangered Species Act; Migratory Bird Act; MOE’s Pesticides Act; OSPCA Act etc.)
   - Obtaining necessary permits to deal with protected wildlife
   - Correctly identifying endangered and threatened species
   - Adhering to building codes (i.e. screening of chimneys)
   - What is the public legally permitted to do for the control wildlife on their property
   - Euthanasia and who is authorized to perform the task
   - Following environmentally regulations regarding proper carcass disposal
   - Rabies vector species and the role of the OMNR’s Rabies Unit