

Survey: Wildlife Rehabbers & Ministry of Natural Resources

September 2021 1.4

NOTE: only combined totals will be shared with the Ministry of Natural Resources (MNRF) . No individual results will be shared with anyone MNRF or otherwise. Individual responses will be kept confidential.

Circle your answer A), B) or C)

1) Do you find communication from the MNRF is

A) Good 31% B) Fair 37% C) Poor 32%

2) Does the MNRF return phone call or emails

A) 1 to 2 days 37% B) within 1 week 25% C) sporadically 35%

3) Do you receive your renewal in

A) January 40% B) 2-3 months 32% C) over 4 months 18%

4) How knowledgeable is your MNRF rep about wildlife rehabbing

A) very 10% B) some 43% C) little 47%

5) Do you consider your relations with the District Office

A) Good 44% B) Fair 31% C) Poor 25%

6) Do you feel the MNRF District Office trust you

A) Yes 67% B) No 20% C) sometimes 10%

7) Do you trust the MNRF District Office

A) Yes 50% B) No 25% C) sometimes 25%

8) Do you consider the relationship between Wildlife Rehabbers and the MNRF to be a

A) Master Servant 55% B) Partnership 43%

9) Do you consider MNRF rules and regulation

A) reasonable 22% B) some not all 68% C) unreasonable 10%

10) Do you support resolving the issues on the MNRF Working List (Monique's List) copy is attached

A) Yes 67% B) No 3% C) not sure 20%

12) Any comments on the relationship between Wildlife Rehabbers and the MNRF:

- A) Feel the attitude at the MNRF towards rehabbers is changing as younger people move into wildlife specialist job, although I have had no problems .
- B) We need to be friends not enemies
- C) My last field technician was unapproachable and always right but little contact with new field rep.
- D) Together amazing things can happen.
- E) Relationship is virtually non-existent .
- F) These issues extend into the zoo and research communities as well, it's not just rehabbers that feel frustrated and encounter problems.
- G) Hardly have any dealings with MNRF they have different staff every year, so no opportunity to ever build any kind of relationship.
- H) I originally did get the MNRF permit , initial contact was good, when it came time for renewal the women had me in tears.
- I) There is no relationship between rehabbers and the MNRF. They either ignore or intimidate you. Treat you like you are unintelligent , are nit-picking every thing you do or they aren't available at all!
- J) I feel like rehabbers are a nuisance to the MNRF. They get their money from hunters so that's where support goes.
- K) I am concerned about the disparity between districts. What is OK some were else. I do not think we are generally considered of value and therefore different districts can do as they wish.
- L) Make rehabbers feel like they are wanted and not being a nuisance. Make rules easier to understand and leaving " grey areas" where we feel at risk of breaking rules.
- M) I understand that relations are strained between rehabbers & MNRF . However in our district we have no problems at all which I am extremely grateful .
- N) The focus needs to be on the best interest of wildlife. MNR does not know this yet but sets the rules & regulations. The sad part is it's the animals that are paying the price for this. We need to get it together for their sake because they matter.
- O) I have not talked to my district rep. in at least 5 years. That makes life easy for me but does not build any kind of relationship.
- P) Assessed my facility early on , no contact since then . No concerns .
- Q) Log Book not useful. Prefer online database
- R) Object to armed officers entering my property

Analyst

- 1) Over half of the Rehabbers find communications with the MNRF fair at best and getting responses back is very slow .
- 2) Rehabbers feel that the MNRF knowledge of rehabbing is limited (90%) . They feel that MNRF staff get little training about rehabbing and have nowhere to turn.
- 3) There is still a lack of trust between the MNRF and Rehabbers with over 50% saying the relationship is fair at best and 30% saying they have little or no trust in the MNRF (District Office being the only contact point for most Rehabbers) .

- 4) The Majority of Rehabbers feel that that it is a Master Servant relationship . Even a lot of the Rehabbers who felt they had good relationship still felt it was a Master Servant relationship. This is possibly the biggest barrier to a great relationship.
- 5) Overwhelmingly Rehabbers feel that resolving the issues on Monique's list should be done (67% yes and only 3% no). This list was created at the meeting that Monique attended in 2017 after Rehabbers shared their concerns with her. The meeting in 2017 was the first time any senior MNRF person ever attended any meeting of Rehabbers in over 10 years .
- 6) A lot of Rehabbers have interpreted a good relationship with the MNRF as little contact as possible. The less dealings with MNRF the better .
- 7) There is a huge swing in answers from one district to the next . Some within the same district but not as much. There are good and not so good Districts .
- 8) The relationship between the MNRF and Rehabbers in the two Northern Regions appear to be good to great across almost all questions asked . Indications are it is a good working partnership .
- 9) Written comments are usually done by those who have the biggest concerns or complaints . The comments do support a lot of the analysis above. It also indicates a willingness of a lot of Rehabbers to find a way to work with the MNRF in a more constructive way. It is still helping wildlife that motivates Rehabbers

Survey Methodology

Survey was mailed out in late July of 2021 first class mail through Canada Post. Package contained a covering letter explaining the survey, survey form , Monique's list and a reply envelope. It was mailed to 59 Wildlife Rescue Centers (authorized wildlife custodian) . The list was taken from Ontario Wildlife Rescue data base. By the end of September a 80% response rate had been received. Not all Centers answered all questions as a result on some questions the total response does not add up to 100%. From the original list 2 were deemed to be missing in action (likely closed after 3 attempts to contact them). Three (3) were found to be Canadian Wildlife Centers only. 4 refused to take part in the survey because the forms were numbered . Despite the assurance that all individual responses would be kept confidential. Forms were numbered to avoid multiple responses from any one location and also with the realization some Rehabbers would need replacement copies to replace lost forms . In the center of baby season 11 had to be resent. No response from any Center was counted more than once.

Replies were mailed to Ontario Wildlife Rescue , P.O. Box 48545 , 3701 Lakeshore Blvd. W , Toronto , Ontario M8W 1P5 **Note : Individual responses will be kept confidential**