

ALTURAS WILDLIFE SANCTUARY

VOLUNTEER INTRO PACKET

Please do **not** print this packet!
Save the environment.

ALTURAS WILDLIFE SANCTUARY

7 km sur de Dominical, oeste al Costanera, 700 m
Dominical, Puntarenas
Costa Rica

Email: volunteers@villasalturas.com
Website: www.alturaswildlifesanctuary.org
Facebook: [@alturaswildlifesanctuary](https://www.facebook.com/alturaswildlifesanctuary)



ALTURAS
WILDLIFE SANCTUARY

DOMINICAL, COSTA RICA

VOLUNTEER INTRO PACKET



Volunteering at Alturas Wildlife Sanctuary gives you the opportunity to actively participate in our wildlife rescue, rehabilitation, and conservation program here in Costa Rica. As a volunteer you are able to work with a range of injured and orphaned primates, mammals, birds, and sometimes even reptiles. You will meet lots of like-minded, new people and have opportunities to explore the local area, walk in pristine wilderness, and experience genuine Costa Rican culture.

The sanctuary is funded solely from volunteer donations, public tours, and private donors. 100% of the volunteer fee goes directly towards the daily operational costs of the sanctuary, support of the volunteers and the care requirements of the wildlife.



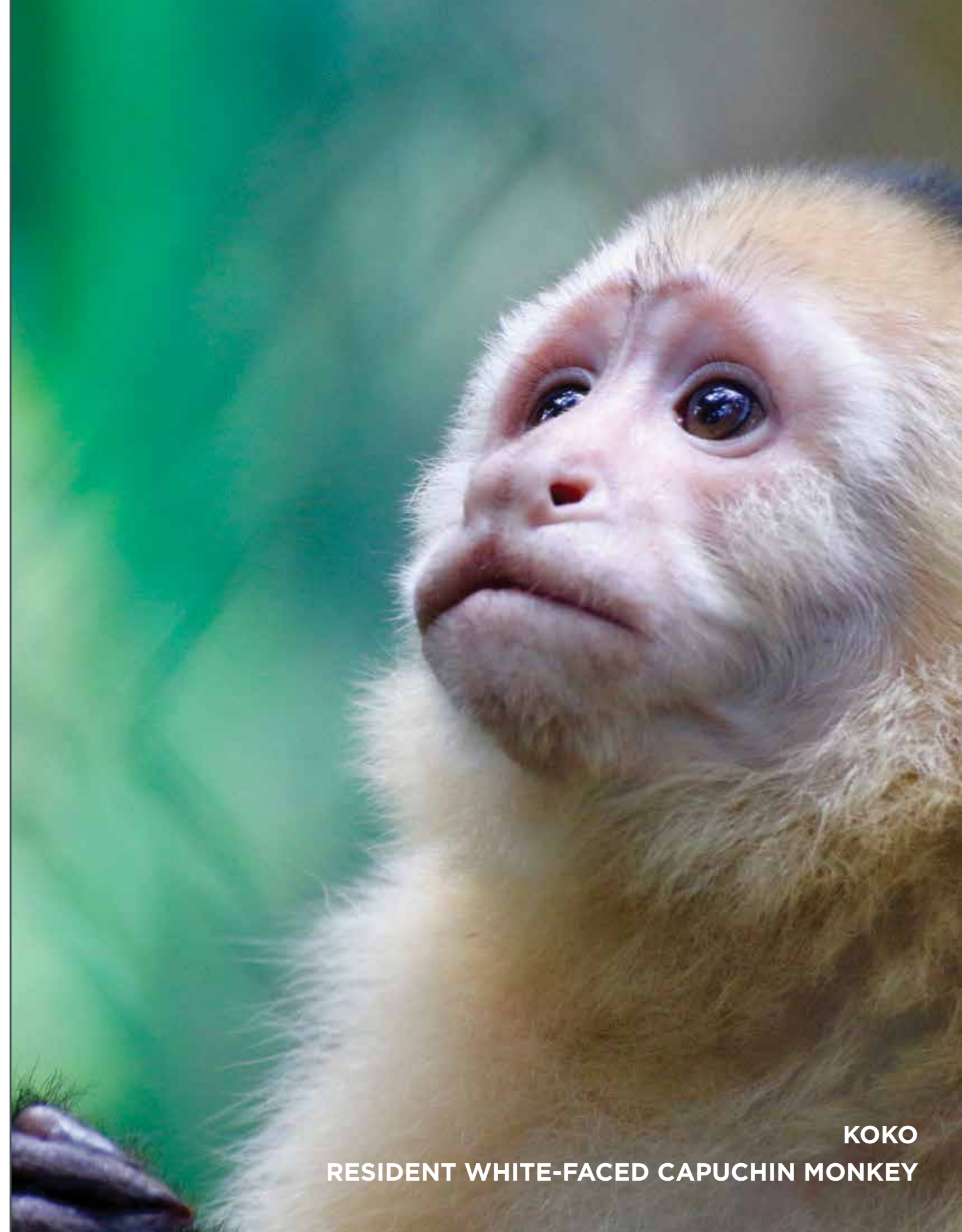
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YOU'RE BOOKED! NOW WHAT?

ALTURAS WILDLIFE SANCTUARY IS DEDICATED TO THE PROTECTION AND CONSERVATION OF COSTA RICA'S WILDLIFE. TO ACCOMPLISH THIS, WE PROVIDE WILDLIFE REHABILITATION, ENVIRONMENTAL EDUCATION AND IMPLEMENT WILDLIFE RESEARCH.

Alturas Wildlife Sanctuary is a non-profit organization dedicated to the rescue, rehabilitation and release of injured, sick and orphaned wildlife here in Costa Rica. Our ultimate objective is to assist in the recovery and release of native wildlife. We provide high quality veterinary treatment to all animals entering the facility. We have a well-equipped veterinary clinic and employ a qualified and experienced veterinary

team to ensure our work follows veterinary protocols and best practice. We operate a 24 hour emergency response service, have quarantine facilities for new arrivals, a nursery area for the very young and isolated pre-release enclosures for soon to be released wildlife.



KOKO
RESIDENT WHITE-FACED CAPUCHIN MONKEY

GETTING TO THE SANCTUARY

NOW THAT YOU'RE BOOKED, YOU'LL WANT TO START THINKING ABOUT TRANSPORTATION!

San José International Airport is the closest International Airport to the sanctuary. Depending on your arrival time in San José, you might have to stay overnight in San José and travel to our sanctuary the next day. **You need to arrive at the sanctuary before 8:00 PM.** If this is not possible, please arrange overnight accommodation.

***An important detail:** the sanctuary is up a mountain; please do not attempt to walk up to the sanctuary with your luggage! Especially at night!

If you opt to take the bus or the shared shuttle, please make your drop-off destination **Dominical**. Make your way to **Cafe Mono Congo** (or mention it to the driver and they should drop you off there!). The cafe has free wifi which you can use to send us a WhatsApp message to let us know you are ready to be picked up from the cafe. If the wifi password remains the same it should be "monkeypunch". **Please ensure you let us know as far in advance as possible when you intend to arrive / will be needing a ride to the sanctuary.**

PRIVATE SHUTTLE

\$120 USD TOTAL, ONE WAY
~3.5 HOURS

The private shuttle will have your name on a sign waiting for you at the airport (or wherever it is that you need to be picked up from). This shuttle will take you directly to the sanctuary, only stopping if you request it.

If you'd like to book the private shuttle, please let us know and provide your flight details if you'd like to be picked up at the airport. We will book this for you.

SHARED SHUTTLE

\$55 USD PER PERSON, ONE WAY
~4 HOURS

EasyRide - easyridecostarica.com
Check for seasonal deals!

\$49 USD PER PERSON, ONE WAY
~4 HOURS

Monkey Ride - monkeyridecr.com

Each shared shuttle company runs on different schedules. Ensure you review each of the options before you book.

PUBLIC BUS

\$14 USD TOTAL, ONE WAY
~4-6 HOURS

There is no bus depot directly at the airport. You will have to take a taxi or an Uber to the Tracopa bus station.

OVERNIGHT ACCOMMODATIONS

AIRBNB

If this is your first time booking with AirBnB and the total cost of your stay is going to be over \$95, you can use the code below to get a discount!

www.airbnb.com/c/alyssal1152

YOU CAN EITHER:

- Stay in San Jose the night and make your way here the next morning, or
- Come to Dominical or Uvita to stay the night and make the 15 min drive here the next morning.

WHATSAPP

+506-8709-5478

WHAT TO PACK

ISN'T IT ALWAYS JUST HOT IN COSTA RICA?

Unfortunately, not always. While the work days will be hot, it definitely depends on what time of year you'll be volunteering in!

High Season: Dec. 1st - Apr. 30th
Low Season: May 1st - Nov. 30th

If you are volunteering during low season, ensure to pack additional waterproof gear and some warm clothing as well!

FERGUS
ORPHANED ANTEATER IN REHABILITATION (NOV. '17)

CLOTHING + GEAR

- Closed shoes (hiking or walking shoes with treads are best)
- Hat
- Light waterproof jacket/poncho
- Working clothes
 - Shorts
 - Tank tops
 - T-shirts
 - Long pants
 - Long-sleeved shirts
 - SOCKS (very important)
- Casual and "nice" clothes for after work or free days
- A sweater (it can get cool at night)
- Flip flops/sandals for the beach
- Swimwear
- Insect repellent
- Sunscreen
- Sunglasses
- TOWEL (we do not provide towels)
- Flashlight and/or head torch
- Adapter for charging electronics
- Photocopy of passport
- Debit/credit card (ATM's are available. USD or Costa Rican colón are both usable currencies)
- Small first-aid kit

IF YOU ARE VOLUNTEERING DURING LOW SEASON, ENSURE TO PACK ADDITIONAL WATERPROOF GEAR AND SOME WARM CLOTHING AS WELL (FOR DURING THE NIGHT)! RAIN BOOTS ARE NOT A BAD IDEA, BUT NOT NECESSARY.

WHAT TO EXPECT

VOLUNTEERING AT ALTURAS WILDLIFE SANCTUARY GIVES YOU THE OPPORTUNITY TO ACTIVELY PARTICIPATE IN OUR WILDLIFE RESCUE, REHABILITATION AND CONSERVATION PROGRAM HERE IN COSTA RICA.

As a volunteer you are able to work with a range of injured and orphaned primates, mammals, birds and sometimes even reptiles. You will assist the team with daily animal husbandry tasks, such as cleaning enclosures, preparing and providing food, maintaining enclosures, and designing and collecting materials for environmental enrichment. You

will meet lots of like-minded, new people and have opportunities to explore the local area, walk in pristine wilderness and experience genuine Costa Rican culture.

A DAY IN THE LIFE

Here is an example of a typical day's schedule at the sanctuary:

7:00 AM (this is consistent, daily)

Morning meeting

7:10 AM - 9:30 AM

Cleaning the animals' enclosures and feeding

9:30 AM - 10:00 AM

Break

10:00 AM - 12:00 PM

Collecting and creating enrichment for the animals

12:00 PM - 2:00 PM

(this is consistent, daily)

Lunch and then break

2:00 PM (this is consistent, daily)

Afternoon meeting

2:05 PM - 4:00 PM

Cleaning the animals' enclosures and feeding

4:00 PM - 5:00 PM

Break (showers and change)

5:00 PM (this is consistent, daily)

Dinner

DAYS OFF

-

Volunteers get 2 days off per week.

You are not guaranteed to have the 2 days off back-to-back, but we do try our best to accommodate!

If you are traveling with someone we also try to put your days off together when possible.

We would recommend waiting to book any activities for during your days off until you arrive. This way, we can help you book with reputable companies and possibly get you a volunteer discount.

WHAT TO EXPECT (CONT.)

AMENITIES

One of the things that sets Alturas apart from other sanctuaries for volunteers is the abundance of amenities.

Some of the things we offer include: a chef for lunches and dinners, groceries, laundry, wifi, and more!

MONEY

Costa Rica accepts both USD and Colónes. We recommend to not exchange money at the San Jose airport as they will charge a premium. If needed, there are ATMs in town.

FRIDA

RESIDENT OWL MONKEY (NOV. '17)

PRIVATE CHEF & GROCERIES

5 days per week we have a chef cooking lunch and dinner on-site. All of the food cooked is vegetarian and we do our best to accommodate for allergies and dietary necessities. Because of the nature of the volunteer program we cannot accommodate for food preferences; if the food does not suit your taste, the Villas Alturas hotel is a 2 minute walk away where volunteers can purchase dinner at a discounted rate.

CHEF'S DAYS OFF

Groceries are purchased once a week so that volunteers can make their own daily breakfasts or, on the chef's days off, cook meals for themselves. Typically, volunteers will all make lunch together for these days and then we'll all go out as a group for dinner. You are not required to go out for dinner as we do understand some volunteers are on a budget and would prefer to cook their own meals at the sanctuary.

LAUNDRY

There are laundry services for volunteers on-site. You can wash your laundry whenever you like, we just ask that you monitor the cycle to ensure the next person can use the machines soon after you. The washing machines are cold water only.

WIFI

There is wifi available on-site. Once you arrive to the sanctuary we'll be able to provide the details and password to you for your use.

MONEY

A question we get asked a lot is how much cash we think people should bring with them. The answer is: it's up to you!

If you intend to join the volunteers for dinner on the chef's days off dinners average \$10-15 USD plus the cost of drinks/alcohol.

WHAT TO EXPECT (CONT.)

ANIMAL HANDLING

It is important for volunteers to know that visitors are not allowed to touch the animals in accordance with Costa Rican law. Many of the animals in our sanctuary have had traumatic experiences at the hands of humans before they came to us, so we try to create a natural captive environment for them with other members of their species. For this reason, we only handle animals for medical purposes or procedures and to

transfer certain animals from their nighttime enclosure to their daytime ones. This hands-off policy allows the animals to live in a low stress but naturally enriched environment. With that being said there is also no talking or cooing to the animals while you are working around them in order for the ones in rehabilitation to have a successful transition from the sanctuary back into the wild.

PHOTOS

Please be aware that along with animal handling, due to licensing regulations, selfies with animals is strictly prohibited along with photos of wildlife in the rehabilitation process and in the clinic. You will, however, be able to take photos of the animals on the sanctuary side. Upon your arrival we will explain further and answer any questions you may have.



PANDORA
ORPHANED BABY RACCOON IN REHABILITATION (NOV. '17)

ACCOMMODATIONS VOLUNTEER HOUSE

THE VOLUNTEER HOUSE IS A FOUR BEDROOM, TWO BATHROOM HOUSE, LOCATED DIRECTLY NEXT TO THE SANCTUARY. EACH BEDROOM HAS TWO SINGLE BEDS, A DRESSER FOR YOUR CLOTHES, AND FANS. THERE IS ALSO A SMALL KITCHEN IN THE HOUSE AND A PATIO.

TAKE NOTE: the walls do not go all the way to the ceiling.

HERE IS A LIST OF MAIN RULES FOR THE HOUSE:

- Lights out at 9:00 PM; when one light in a room is on, it lights up the entire house. Please use flashlights when going to the washroom at night.
- When walking around the grounds at night ensure that you are using a flashlight. Always watch for snakes, scorpions, and spiders!
- The water in the volunteer house is drinkable.
- There is a set cleaning schedule for volunteers to stick to in order to maintain cleanliness in the house.
- Please ensure that on your check out day that the apartment is clean and the beds have been stripped.
- NO TOILET PAPER DOWN TOILET. Put it in the bins.



KITCHEN



OUTSIDE



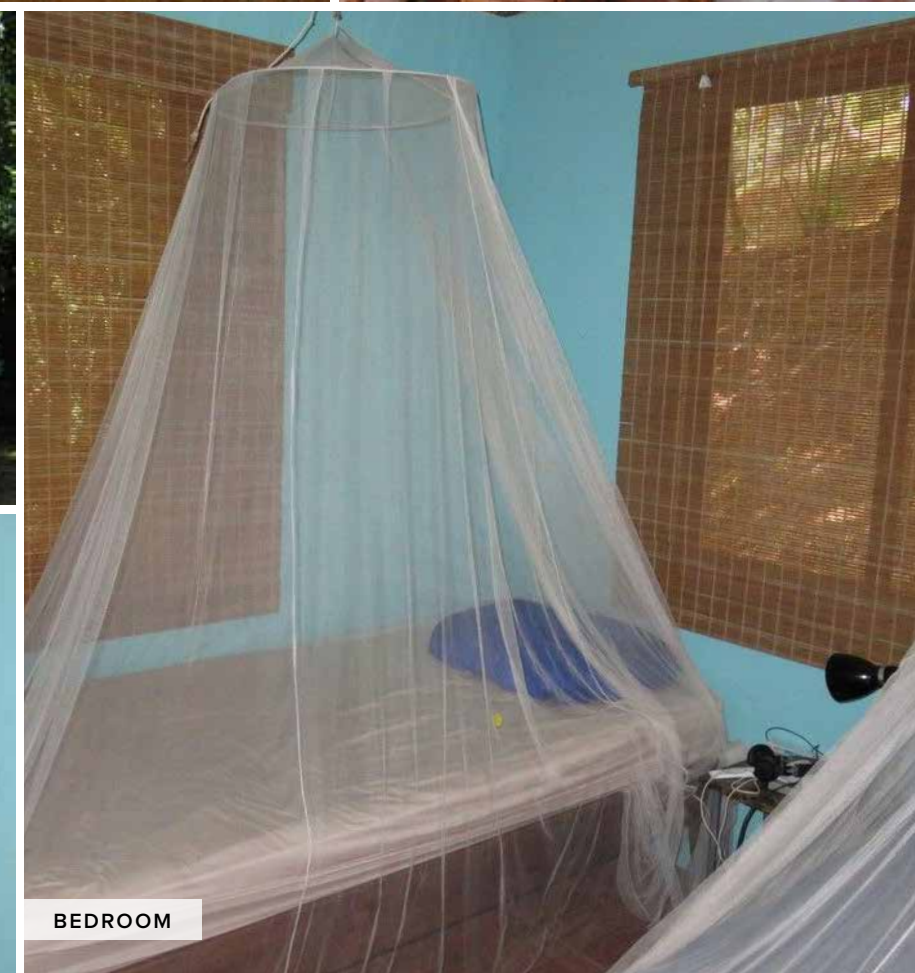
PATIO



VOLUNTEER HOUSE



INSIDE HOUSE



BEDROOM

ACCOMMODATIONS APARTMENT

THE APARTMENT IS LOCATED ABOVE THE CLINIC, NEXT TO THE SANCTUARY, AND NEARBY THE VOLUNTEER HOUSE. IT OFFERS MORE PRIVACY AND COMFORT, AS IT HAS A PRIVATE BATHROOM AND BALCONY, A KITCHEN, WIFI, AND IS AIR CONDITIONED.

HERE IS A LIST OF MAIN RULES FOR THE APARTMENT:

- When walking around the grounds at night ensure that you are using a flashlight. Always watch for snakes, scorpions, and spiders!
- The water in the apartment is drinkable.
- Please ensure that on your check out day that the apartment is clean and the beds have been stripped. As the sanctuary is non-profit, we do not have hired cleaners to tidy up for us.
- Please turn off the air conditioning when you are not inside.
- Loud music is not permitted as the animals just downstairs are in the rehabilitation process.
- No smoking or vaping on the balcony or indoors.
- NO TOILET PAPER DOWN TOILET. Put it in the bins.



KITCHEN



BATHROOM



SHOWER



PATIO



BEDROOM

DONATIONS

WHEN VOLUNTEERS COME TO VISIT THEY SOMETIMES LIKE TO BRING ITEMS FROM THEIR HOMETOWNS THAT MAY HELP US IN THE SANCTUARY AND/OR CLINIC.

[HTTP://BIT.DO/ALTURAS-WISHLIST](http://bit.do/alturas-wishlist)

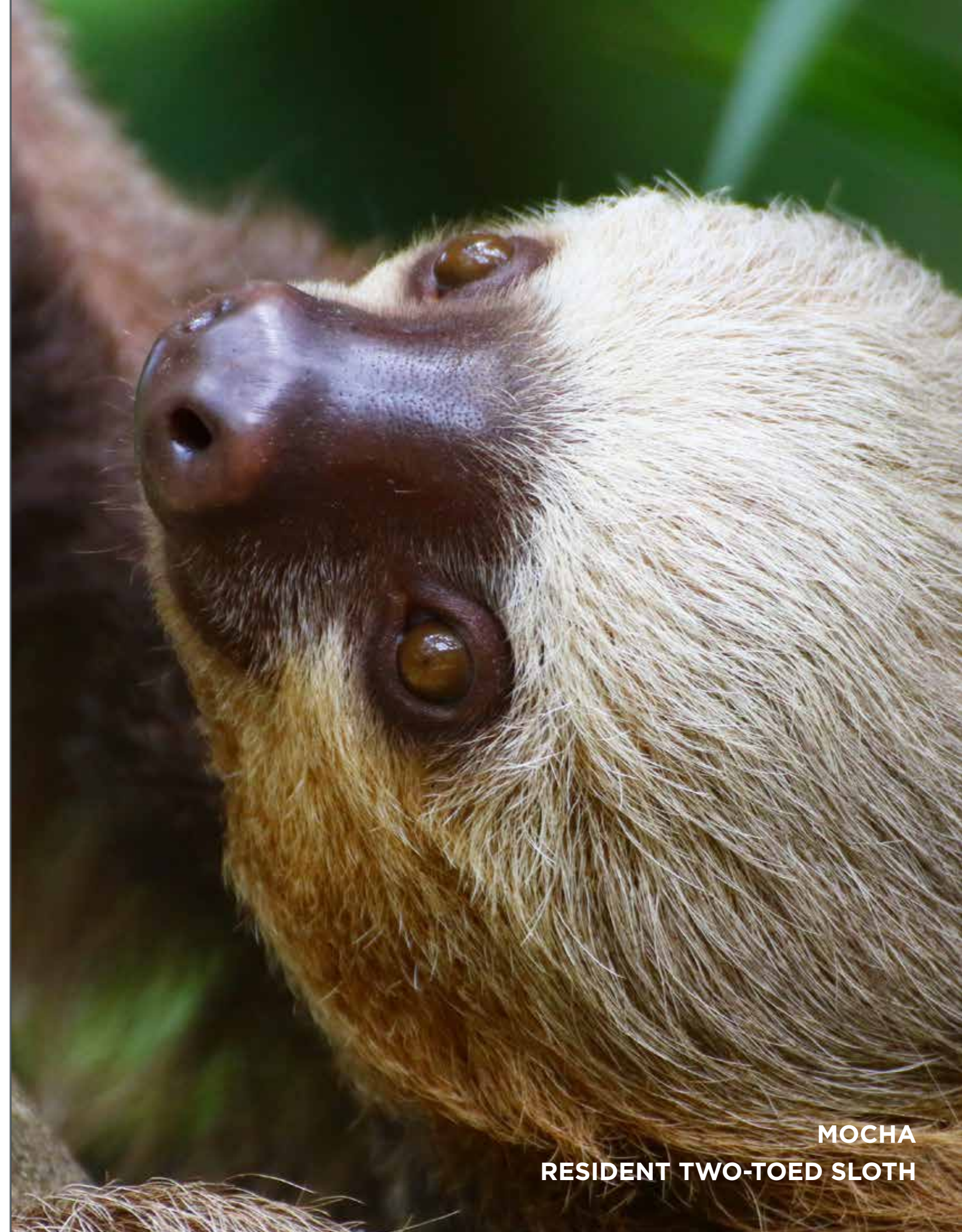
Copy and paste into your browser.

We are in need of incubators, transport cages, first aid materials, medicines and many other items to help the animals during their recovery. We also can use many different building materials to expand so we never have to turn an animal in need away!

If you would like to donate items to the sanctuary, please view the link above. If you have further questions about other ideas you may have for donations, please email us at volunteers@villasalturas.com and let us know what you're thinking. Lots of amazing

donations that have been brought to us sometimes aren't even on our public wishlist!

We sincerely appreciate your donations and keep in mind that this is a non-profit organization. Every dime of your donation goes to feed the animals, give veterinary care, buy supplies, and ultimately keep the Alturas Wildlife Sanctuary going! It's exciting and rewarding to be a part of a great cause and we could not do this without people like you!



MOCHA
RESIDENT TWO-TOED SLOTH

SANCTUARY RULES

POLICIES AND PROCEDURES

- Work from 7 AM - 12 PM and 2 PM - 4 PM and extra as required, 5 days per week.
- Attend the morning meeting every 7 AM and be suitably dressed and ready for the day's activities prior to the morning meeting.
- Dress appropriately for animal related work, i.e. wear closed toed shoes and suitable attire.
- Follow the instructions provided by the staff member/volunteer leader. Don't try to do something that you are not asked to do. If you are unsure what to do, always ask.
- Take part in general daily and weekly activities including: enclosure cleaning, animal feeding, enrichment formulation, general maintenance, animal husbandry, grounds maintenance house cleaning, etc.
- Animal handling is forbidden. Animals are handled for procedural purposes only and must be authorized by a staff member. Volunteers are strictly NOT authorized to play, pet, or touch the animals in the rehabilitation area or the sanctuary and must NOT take out any animal from the enclosure/cage or enter the enclosures without permission.
- You are NOT permitted to enter any enclosure containing animals that are deemed to be dangerous, including spider monkeys, capuchin monkeys, and kinkajous without STAFF supervision. Only staff have

access to the keys for these enclosures and you must ask a member of staff to supervise when feeding and cleaning in these enclosures.

- If you are permitted to enter an enclosure, NEVER leave doors open; be very careful to close the doors behind you, use double doors appropriately and pay attention to the locks. Some of the animals are able to open latches and doors.
- If an animal escapes, do not try to catch it but immediately call a staff member.
- Some animals are in the process to be rehabilitated to go back into the wild. DO NOT talk with ANY of the animals in rehabilitation as this can increase habituation to humans and interfere with the rehabilitation process.
- Do not feed the animals by hand and only feed the permitted foods during feeding times. Some kinds of food can be toxic for the animals, including some fruits and veggies.
- Notify a staff member if any strange or unusual behaviors are occurring with any animal or if the animal looks hurt or sick.
- Hygiene and cleaning are important tools to prevent diseases in the animals and for you! Always wash your hands before and after all your tasks, when using restrooms and when eating. Gloves are provided when necessary.
- Be careful with all the tools and cleaning materials that you use; never leave something inside an enclosure as it could cause an injury. Always return all tools and supplies to their proper storage area.
- Ask staff-other volunteers if any other help is required if finishing tasks early - do not see this as an opportunity to visit the pool, the shops, or sleep.
- Develop and maintain professional working relationships with staff and other volunteers.
- Assist with orphan care if staying for 3 weeks or more or as requested to do so by staff members.

- In the event of a fire, natural disaster, or emergency, alert a staff member immediately who will direct you to vacate the premises to a safe location.
- In the event of any accident or injury inform a member of staff.
- If you are feeling even slightly unwell with gastric or flu-like symptoms talk to a member of staff immediately.
- If you are taking any kind of medication inform a member of staff.
- Do not use your cell phone during working hours.
- **Photos of volunteers handling the animals are prohibited. Photos of animals in the quarantine and clinic are STRICTLY FORBIDDEN.**
- Eating and smoking is not allowed on site, except in designated areas.
- Keep the volunteer house clean and participate with cleaning of the kitchen, fridge, communal areas, bathrooms, bedrooms, and prepare the bedrooms for new arrivals.
- Behave in an appropriate and considerate manner in the volunteer house and treat other volunteers and staff with consideration and respect at all times.
- Use laundry machines appropriately; only do human laundry in human laundry machines and ensure you do not leave your wet or dry washing in the machines - be considerate.
- Do not participate in sexual relationships with staff members - this is strictly not permitted.
- Drug use, excessive drinking, abusive behavior, and theft on or off the property are strictly prohibited.
- Do not bring outsiders to the premises.
- FAILURE TO COMPLY WITH ALL THE ABOVE POLICIES AND PROCEDURES WILL RESULT IN YOUR VOLUNTEER PLACEMENT BEING TERMINATED EARLY. No exceptions will be made. Please bear in mind that no refunds of any fees paid will be made to anyone for whom early dismissal has been the consequence of their own actions.



JULIETA
RESIDENT YELLOW-NAPED AMAZON PARROT

HEALTH & WELLNESS

PLEASE NOTE

We require our volunteers to have medical/travel insurance for their time with us. If your present health care does not offer you health care in Costa Rica we request that you purchase medical/travel insurance for your time with us and provide proof of coverage at the time you pay the final balance.

Additionally, an up to date tetanus vaccination is essential for all volunteers. We advise all volunteers to check the Center for Disease Control (CDC) Website for other country specific recommended vaccinations. Although there is no risk of Yellow Fever in Costa Rica, proof of a Yellow Fever vaccination is required by the Costa Rican government when entering from a country where Yellow Fever is present.

WILD MONKEY ON-SITE

TERMS & CONDITIONS

- If you choose to depart before your package term is completed, The Alturas Volunteer Program does not offer a refund for the nights you will not be present with us.
- If you wish to travel during the time of your reserved package program, we do not offer a refund for the nights and days you may not be present for your scheduled program.
- In the event you cancel your reservations within the 6 week (42 day) time period prior to your arrival date, your deposit becomes non-refundable.
- You may cancel your reservation prior to the 6 week 42 day time period before your scheduled arrival date to receive a full refund of your deposit and any other payment you may have made, less 5% processing fees.
- We request that you pay the remaining balance prior to 14 days before your arrival due date. Final payment is refundable if canceled or changed before the 14 days from your booked arrival date, less 5% processing fees.
- A credit may be offered if you wish to change the reservation dates to another time if you cancel within the 6 week 42 day grace period of your original booking.
- The management at the Alturas Volunteer Program and the Alturas Animal Sanctuary reserve the right to terminate a volunteers program if the following rules are not adhered to.
- All volunteers need to be continually courteous and respectful to the animals and Staff when present.
- That the Animal Sanctuary Staff and the Alturas Volunteer Program are notified accordingly if you cannot arrive at the program on any perspective day or time that you are scheduled and for any other pertinent issues that may arise that may affect your volunteer program attendance.
- When volunteering that you listen unconditionally to the staff and the directives given.
- The Staff at the Animal Sanctuary reserves the unconditional right to decline a request of a volunteer in the event there could be safety issues or any other pertinent concerns.



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VOLUNTEER
INTRO PACKET



ALTURAS
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DOMINICAL, COSTA RICA