



# Junior Zoo Crew



## **PURPOSE**

Junior ZooCrew is a volunteer program for teenagers interested in working with the Children's Zoo staff. It is an opportunity to learn for youths interested in exploring careers in animal care. Youth volunteers assist in zoo keeping and help visitors explore the Children's Zoo.

## **GOALS**

- |           |   |
|-----------|---|
| Service   | To initiate a desire to work with others in a zoo setting, with no expectation of pay.  |
| Respect   | To foster an appreciation of the environment, the need to preserve our dwindling wildlife, and understand our interconnectedness with the rest of the natural world.  |
| Education | To learn proper care of domestic animals.<br>To learn to interact with peers, staff, and the public.<br>To learn to communicate to the public knowledge and concern for wildlife and nature.<br>To learn to follow directions, carry out assigned tasks, and assume responsibility. |

## **TRAINING**

Before the summer season begins, there will be mandatory training. The date(s) will be given during the interview and confirmed in the acceptance letter. Training sessions will cover rules, safety, emergency procedures, duties, animal handling and husbandry care. Additional mandatory continuing education classes will be scheduled throughout the summer. All Junior ZooCrew must attend these sessions. Absence from a continuing education class will incur the need to write a detailed, 6 page (*minimum* 2,000 word) report on the missed topic and submit it within 2 weeks of the absence. Failure to do either one will result in dismissal from the program and you will not be invited to return.

## **REQUIREMENTS**

Junior ZooCrew members are expected to exhibit the following basic traits:

1. Dependable
2. Polite and helpful to the public
3. Helpful in any task
4. Conscientious about animal welfare
5. Behavior appropriate for a representative of the zoo
6. Stays in assigned areas
7. Able to perform tasks unsupervised
8. Possess basic knowledge about the animals for which they care or handle

Those members of the Junior ZooCrew not performing to the satisfaction of the zoo staff will receive a written evaluation outlining the points needing improvement and may be placed on probation. If, after evaluation, zoo staff does not see immediate improvement, the Junior ZooCrew member may be dismissed at any time without a refund of the program fees.

## **BASIC EXPECTATIONS OF JR. ZOOCREW VOLUNTEERS**

1. Junior ZooCrew **must come ONLY during their scheduled work times** unless they are asked to participate in a special program. There shouldn't be more than the scheduled number of ZooCrew members in the Children's Zoo at any time, unless asked to help with a specific project. If you are hanging out at the zoo during unscheduled times you may be asked to leave if you are disrupting the work of staff and volunteers. If you would like to work an extra shift, you **must** call the Education Department at least 2 days before the shift so it can be approved and keepers notified.
2. All routine work must be done **BEFORE** any JZC volunteer is released for extra projects.
3. All Junior ZooCrew members **MUST** follow all directions given by the staff. Failure to follow directions will be cause for probation and/or dismissal.
4. **Junior ZooCrew will NOT be allowed to text or talk on cell phones during their work shift except in the event of an emergency.** It is for your safety that your attention not be divided while working around animals and the public. **Non-emergency use of cell phones will result in phone confiscation by staff until the end of your shift and a misconduct report may be written. Several violations will lead to probation and/or dismissal.**
5. All Junior ZooCrew members will be reviewed by the Education staff during the month of July. Those not performing their duties will receive a written evaluation. At that time, they may also be put on probation and/or dismissed, if problems warrant. Consider no news to be good news!
6. No Junior ZooCrew will be alone on zoo grounds nor alone with any member of zoo staff. **ZooCrew must ALWAYS be in a group of either two ZooCrew per staff member or one ZooCrew per two zoo staff.** Under no circumstances will ZooCrew work with zoo interns.
7. Children's Zoo Keepers will complete an unexcused absence report for any JZC who fail to report for a shift or fail to call in sick. You are responsible for shifts you agree to cover for someone else. **JZC with 2 unexcused absences will be placed on probation. Three unexcused absences is cause for dismissal.** You must volunteer for a minimum of 70 hours during the summer program. **If you do not complete the required hours you will NOT have the opportunity to be invited back.** If you cannot make your scheduled shift, it is up to you to find a replacement. You must make schedule changes on the copy posted in the Children's Zoo. If you have tried your hardest, called every JZC member and *still* cannot find a replacement, then please call the Education Department at 612-8418 to inform staff your shift will not be covered. In cases of sudden same day cancellations due to an emergency, please call the gift shop at 612-8422 and ask them to use the radio to inform the Children's Zoo Keeper.
8. Junior ZooCrew will only be allowed to handle those animals on which they have been trained and checked off. A copy of the Junior ZooCrew's animal handling instructions will be kept in the Children's Zoo. Animals must be handled and transported according the guidelines. Junior ZooCrew **MUST** have a keeper, education staff member, or trained animal handling docent with them **at all times** when an animal is taken out.
9. No one may handle an animal except a trained Junior ZooCrew member, zoo staff member, or docent! **Do not let the public hold ANY animal.... no exceptions!** If this rule is violated, the person involved will be subject to a review and probable dismissal.