

Daily Guidelines

1. Arrive a few minutes early to your shift.
2. Wear CLEAN clothing! You are representing the zoo with your appearance!
3. Always have your nametag. You will NOT be allowed entry for your shift without it! Completely missing a shift due to forgetting your nametag WILL count against you, and being tardy due to returning home to retrieve it WILL ALSO count against you. Replacements will cost \$10
4. Swipe your nametag at the gift store to electronically sign in each day.
5. All volunteers should always report to the Children's Zoo keeper for their assignment. Returning volunteers may report in groups of 2 to a scheduled animal keeper only AFTER first checking with the Children's Zoo staff whether there is any unexpected need for assistance elsewhere.
6. Each Junior ZooCrew volunteer is expected to complete his/her assigned job before moving on to a new task. Upon completing a task, report to the staff in your area for a new assignment.
7. FRIENDS ARE NEVER ALLOWED TO COME TO WORK WITH YOU! They may encounter you during a visit to the zoo, but if they disrupt your ability to work they will be asked to leave.
8. You are an extra set of eyes and ears for us to help keep the animals safe. Due to natural instincts most animals will try to "tough it out" when hurt or feeling ill instead of openly showing it. Be observant! If you see anything unusual in an animal's behavior or the appearance of an enclosure, report it to the animal staff immediately.
9. Visitors are **NEVER** allowed to hold any of the zoo's education animals for ANY reason. Sheep and goats may be pet or brushed by the public only while you are monitoring the interaction. Education animal ambassadors may only be touched according to the handling protocols.
10. If a visitor violates a rule, is unruly, or otherwise exhibits inappropriate behavior, contact a member of staff immediately for help and inform zoo staff of the violation.
11. If a visitor asks you a question that you don't know the answer to, please reply that you don't know instead of guessing! No one is an expert on everything, and it is important that we teach accurate information. A great response is "I don't know, but I'll try to find out for you!" If your current task doesn't allow time for you to find out, politely direct them to a zoo employee who might be able to help them instead. Be courteous. Your personal conduct directly affects whether guests view our zoo as educational and friendly.
12. No teasing or mistreating any of our animals! This type of behavior will NOT be tolerated and is grounds for immediate dismissal.
13. It is illegal for anyone under the age of 18 to smoke. If you are found engaging in ANY illegal behavior, you will be immediately removed from the Junior ZooCrew program and your parents will be called.
14. Upon the end of your shift, you must swipe your nametag again at the gift store to electronically sign out and then promptly leave zoo grounds. No lingering. We need an accurate electronic record of your actual time spent volunteering for several reasons.
15. When visiting the zoo as a guest on days off, you must remain in public areas. There is ZERO behind-the-scenes access allowed outside of your scheduled volunteer shifts.

Children's Zoo Rules & Guidelines

1. Help in every way possible to quickly and efficiently feed and clean. Opening shift volunteers are expected to have the Children's Zoo ready when the zoo opens each day.
2. Be at your assigned station when the first zoo visitor arrives. Opening is at 9am every day.
3. When assigned to monitor an animal's pen or activity, **STAY THERE** until officially relieved by staff or a zoo volunteer, even if more than 30 minutes has passed. **NEVER LEAVE THE CONTACT YARD UNLOCKED OR UNATTENDED.**
4. No horsing around while working in the Children's Zoo. Please maintain professional behavior at all times. Visitors see you as a representative of the zoo.
5. No eating while on duty. It is unsanitary and unprofessional. You should keep a bottle of water with you in the Children's Zoo, but if you want to eat or have a soda, go to the service area or the picnic area for a break. Just remember to get permission first before leaving your post!
6. Be courteous, patient, and friendly when supervising the contact yard. Always inform visitors of the contact yard rules and be polite when pointing out the signs posted around the yard. Remember that some of our visitors cannot read or may require more assistance than others.



Dress Code

1. As an official representative of our zoo you should be neatly dressed in uniform. It is required to wear the official Junior ZooCrew t-shirt and nametag to each and every shift. If your shirt or nametag is lost or ruined, you **must** purchase a replacement. Additional shirts cost \$20. Nametags are \$10. They can be obtained by giving the Education Curator money with your name and size.
2. No modifications should be made to the shirts. Refrain from cutting off, rolling up, or tying up the sleeves or the waist line of the shirt. It looks unprofessional.
3. Wear **BLACK** shorts or long pants. No other color is allowed. No sweatpants or gym shorts. Shorts must be of a professional length. They must end no shorter than 3" above the knee.
4. A hat may be worn but must be logo-free. The only logo allowed is the Idaho Falls Zoo logo.
5. **ALWAYS** wear closed toed shoes. **No sandals ever.** This rule is for your safety and hygiene.

Failure to comply with the any of the above dress code rules will result in a misconduct report. If you are sent home due to inappropriate attire it **will** count as an unexcused absence.

Attendance

You are expected to work at least two scheduled shifts per week. The ability to work additional special shifts will be advertised. You may also take additional shifts when other JZC volunteers need replacements, but you are under no obligation to do so. Federal law mandates NO ONE under the age of 16 is allowed to work more than 18 hours in one week. JZC must volunteer a minimum of **70 hours** during the summer. If you do not complete the required number of hours you will not have the opportunity to be invited back. Remember, the zoo is open all holidays and weekends. If you are scheduled during these days, you will be expected to attend your shift.

Absences/Vacations:

We understand going on a family vacation or attending a summer camp is part of enjoying life to the fullest. We do not wish to deny you these opportunities. However, you are expected to notify the Education Department at the very beginning of the year, during application and interviews, of any known dates you will be gone. We will try our best to schedule you around those dates. To accommodate delays inherent in the school system for Fall extracurricular schedules, **all known absences for August must be submitted in writing to us by the 11th of July**. Remember, YOU are responsible for finding a replacement for any shifts for which you are scheduled that you are not able to attend for any reason. After finding coverage, please let the Education staff know, in writing, WHO, WHAT DAY, and WHAT SHIFT your substitute will be there AND write the change on the schedule inside the Children's Zoo. First year volunteers can have any level JZC cover a shift, but returning volunteers may only use other returning volunteers to cover shifts outside of the Children's Zoo. Once you have agreed to cover a shift for someone, you are responsible for doing so. If you do not notify us that you plan to miss a shift, an "unexcused absence report" will be in your file. **JZC with 2 unexcused absences will be placed on probation. Three unexcused absences is cause for dismissal.**

Illness:

If you are ill and unable to attend your shift, please call the zoo as soon as possible at 612-8418 to notify the Education Department. If Education staff does not answer the phone, leave a message and then call the gift shop at 612-8422 and ask the person answering the phone to notify the Children's Zoo keeper of your absence via their radio. **IF NO ONE ANSWERS AT THE GIFTSHOP, LEAVE A DETAILED MESSAGE ON THEIR PHONE.** We understand that emergencies happen: illness, death in the family, or other occurrences outside of our control. Each JZC has 3 excused absences for the whole season. We will evaluate each case individually to decide whether it counts towards one of your excused absences. We are counting on you to be there; so please call us immediately.

Misconduct:

If a Junior ZooCrew member is exhibiting inappropriate behavior, ANY staff member may fill out a misconduct form and submit it to the Education Department. Misconduct forms are taken into consideration during the mid-season evaluations as well as determining if the Junior ZooCrew will be invited back the following year. Once a volunteer receives 2 misconduct reports, then the Education Department will ask to discuss appropriate behavior with the volunteer. Ultimately, a letter may be sent to your parents/guardians. If a combination of several misconducts reports and unexcused absences occur then it **will** result in dismissal.

Weather:

Poor weather does not mean the zoo closes. To borrow a phrase from the postal service – "Neither snow, nor rain, nor heat, nor gloom of night will stay us from our appointed rounds." The animals must still eat and will require cleaning up after despite the weather. Therefore bad weather does NOT excuse a Junior ZooCrew volunteer from his/her duties or scheduled shift. Please dress appropriately in a rain coat if needed.

