

# Additional info for returning volunteers:

Returning Junior ZooCrew are required to assist in the Children's Zoo as a first priority, but may participate in extra activities as time and resources allow.

1. **Please only enter/sign in and exit/sign out via the Gift Shop using the new id system, so we can keep track of your hours! This new rule is also important for safety purposes!**
2. If you are scheduled for a Children's Zoo shift, please assist the Children's Zoo Keeper and the new volunteers. During the first month, you may **only** trade petting zoo shifts with another **returning** JZC. This initial period is your opportunity to mentor the new JZC volunteers on procedures and public interactions. You might make some new friends!
3. Even if you are scheduled for a shift elsewhere, always check in first with the Children's Zoo Keeper. It is possible that someone assigned to the Children's Zoo may not have shown up for their shift and you will be needed there instead. They will alert the other department of the change in your plans for the day. If the Children's Zoo Keeper does not require your assistance, *they* will release you to the keeper or educator with whom you are scheduled.
4. After the first month, returners will be scheduled to work in animal areas and with Education, in order to get the most out of volunteering. Be sure that you are assisting, not encumbering, the staff. If you become a hindrance, you will be asked to assist in the Children's Zoo or the kitchen instead. If you are interested in helping with education camps/classes or special projects, please let the Education staff know. We love seeing JZC expand into other areas! If you are working an afternoon shift, you **must** leave on time so the keeper can close their area. The final hour of duties can be a very stressful and busy time for staff.
5. If you finish all your assigned duties with a staff member (keeper, educator, etc.), and are given permission to do so, you may walk around the zoo with a biofact providing education to the public and answering questions for our visitors. Just remember you must stay in groups of 2.
6. Returning JZC may perform on stage during portions of "Animal Encounters" shows, if they so desire. This may consist of acting, public speaking, showing an animal to the audience, or any combination of the three. Preference for acting and/or public speaking will be given to returning JZC on a case-by-case basis. If you have a desire to speak on microphone during or after a show, please communicate this to us. Public speaking is a vital skill to develop in life.
7. If you would like to work more shifts than what you are scheduled for, you must notify the Education Department **at least 48 hours in advance** to sign up for any advertised extra shifts.
8. It is up to you to be proactive and make the most of the JZC program. Ask questions, propose using your talents/other interests towards something new in the zoo, and learn all you can about zoo operations, careers, and the animals in our care. Returning JZC may be trained to handle additional animal ambassadors upon approval from the Education Department. **Third year** and above JZC may assist with animal training upon approval. If you need assistance finding more learning resources or have questions/comments feel free to contact the Education Department at 612-8418 or [zooeducation@idahofallszoo.org](mailto:zooeducation@idahofallszoo.org).