

STATEN ISLAND ZOO VOLUNTEER GUIDELINES

All volunteers must be capable of working both independently and as part of a team.

Staten Island Zoo volunteers are subject to a thorough background check.

The Staten Island Zoo reserves the right to alter the volunteer program or its contents in any way without prior notice.

Staten Island Zoo volunteer positions may be terminated at any time per the discretion of the Zoo and without notice.

The Zoo reserves the right to dismiss any volunteer that does not comply with rules.

The Staten Island Zoo is committed to the principle of equal educational opportunities without the discrimination of race, color, sex, national origin, age, religion, or presence of a legally protected disability or any other legally protected status.

Unfortunately, because of the high volume of applications we receive, we aren't able to give status updates on application. Not all applicants will be invited to an interview. Please wait for the Zoo to contact you regarding your potential interview and acceptance into the program.

Rules Specific to Special Events Volunteers

Volunteers will:

- Report to Education Staff and Director of Education on a daily basis
- Help with a minimum of 4 events a year, including Spooktacular (weekend a few weeks prior to Halloween).

Rules Specific to Children's Center Volunteers

Volunteers will:

- Provide a record of a **negative TB Test** before the start date.
- Report to Children's Center Manager or Assistant Manager.
- Work a minimum of two 8 hour days a week in the summer or one 8 hour day per week during the school year.
- Bring a bag (backpack, duffel bag, tote, etc) for his or her work shoes labeled with his or her name. This bag remains at the zoo, therefore another pair of shoes are needed to wear home.

Rules for ALL Volunteers at the Staten Island Zoo

Volunteers will:

- Call the Zoo and leave a message or email their supervisor **before** their scheduled shift if he or she cannot make a shift or is going to be late.
- Not enter any restricted area of the Zoo, unless specifically permitted by the director or curator.
- Conduct his or herself in an orderly and professional manner at all times, and will not disturb Zoo staff or interfere with their work. Horseplay of any kind is not permitted.
- Be allowed admission to the Zoo grounds, for the duration of service at the Zoo, and will not abuse the privilege. Please wear your zoo shirt for admission into the Zoo.
- Not remove any equipment, material, or specimens from the premises.
- Not represent himself or herself as a salaried Zoo employee.
- Not "hangout" with friends, family, or visitors for a long period of time.
- Not invite others to volunteer without prior authorization.
- Treat the visiting public, other volunteers, and staff with respect and courtesy at all times.
- Wear the zoo uniform **at all times** when on a scheduled shift. The zoo uniform consists of: clean zoo volunteer T-shirt, clean khaki pants or shorts, closed toed shoes, and name tag. Denim jeans and "short shorts" are **not** acceptable.
- Not use his or her cell phone during his or her scheduled shift, except while on a scheduled break. Cell phones are permitted to be on vibrate in case of an emergency. This includes: cell phone conversations, text messaging, instant messaging, or wireless devices, such as Bluetooth and hand free devices.
- Not have headphones on **at any time** while working with animals or in the public space, except while on a scheduled break off view from the public. This is not only unprofessional but a major safety issue.
- Understand that there is no Tobacco or Vape use on Zoo grounds.
- Sign in before the beginning of a shift and sign out after finishing a scheduled shift using the volunteer hour log book located in the Education offices **every time** they are the zoo.
- Have the right to request a letter stating their volunteer services and the total number of hours from the Volunteer Coordinator. This letter may take up to 2 weeks to write.
- Have the right to request a letter of recommendation directly from their supervisor provided the supervisor thinks highly of the volunteer's work. This letter may take up to 4 weeks to write.

Thank you for your interest in the Staten Island Zoo's Volunteer Program!