

UTICA ZOO GROUP VOLUNTEER MANUAL



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By: Kyla Jacobs

Volunteer Policy and Guidelines

The unselfish act of sharing one's time, talents and energy with another individual or organization is one of a county's most precious natural resources. Americans are currently doing it in record numbers! In 2017, over 77 million people volunteered their time. Together they donated 6.9 billion hours to help out their local communities. Utica Zoo volunteers are vitally important to our success. In today's world of busy lives, we *deeply appreciate* the donation of your time and talents to help us achieve our mission.

Thank you for choosing to volunteer at the Utica Zoo. Included is a list of our expectations and guidelines. **You are responsible for reading and understanding all zoo guidelines, policies and protocols on behalf of those under your care and supervision.**



Volunteers may require orientation or training for their desired level of volunteering. Any persons wishing to volunteer with animals must have proof of a current Mantoux test.

Access to the Utica Zoo's inner activities is a privilege; and the lack of material compensation for effort expended on behalf of the zoo in no way frees the volunteer from adherence to the standards that apply to paid staff.

Although the zoo may accord special privileges, volunteers should not accept gifts, favors, discounts, loans, other dispensations, or things of value that accrue to them in connection with carrying out duties for the institution.

Volunteers must hold confidential all matters of program function and administration.

Volunteers are expected to stay current on all program policies, protocols and procedures adopted by the Utica Zoo's administration and Board of Directors and not interfere with the administrative application of these policies and programs.

Mission Statement

The Utica Zoo is dedicated to creating unique experience and promoting appreciation of wildlife through education, conservation and recreation.

Vision Statement: The Utica Zoo will be a premier destination for visitor experience while providing excellence in animal care.

Goals

- To provide and interpret a high quality, taxonomically diverse and representative collection of animals.
- To provide zoological and conservation education, reaching all age groups, while intensively targeting the elementary grades in order to have the most significant impact upon increasing knowledge of, and influencing attitudes toward, wildlife and the environment.
- To provide a zoo experience which will stimulate in visitors a desire to learn more about nature and will create an awareness of the need for wildlife conservation. This imparted knowledge and interest will serve as a basis for sound judgment concerning the many complex environmental decisions faced in the community, state and nation.
- To provide enjoyable surroundings and recreational opportunities for the community through creative and high quality special events, programs, exhibits and visitor services.
- To demonstrate the importance of conservation through involvement in cooperative breeding programs, such as the AZA's Species Survival Plan (SSP), aimed at the conservation of rare and endangered species.
- To keep animal care current by the introduction of technological and scientific advances, consistent with the role and resources of a community zoo.
- To recruit and retain talented and productive employees.

History of the Utica Zoo and the Utica Zoological Society

The Utica Zoo has served the region for over 100 years. Located in Roscoe-Conkling Park, the zoo is part of a recreational complex made possible by the donation of land from Thomas R. Proctor in 1909. He had a dream that a park could do as much for South Utica as Central Park was doing for New York City. He hired a famous landscape architect, Frederick Law Olmstead Jr., whose father had designed Central Park, to plan the roads and scenic walkways in Roscoe Conkling Park. The Zoo has grown from its small beginnings with three fallow deer in 1914, to its present collection of 99 species of animals. Of the 80 acres of land set aside for the zoo's use, 40 are presently developed.

The Zoo property is owned by the City of Utica, and until 1964, was operated by the Parks Department. In order to ensure the Utica Zoo's continued existence, the Utica Zoological Society assumed full management of the zoo in 1964. At that time, the zoo became a member of the American Association of Zoological Parks and Aquariums. The Utica Zoo is currently fully accredited by the Association of Zoos and Aquariums (AZA). Accreditation was first granted in March 1988 and again in September of 2018. The first professional zoo director was hired in 1966. One year later, Marlin Perkins officiated at the opening of the Children's Zoo. The society was chartered as an educational institution by the New York State Educational Department in 1968. In 1973, the education department was established with the appointment of a curator to carry out its programs. By 1980, it had expanded to encompass Zoo Camps, Zoomobiles and an educational partnership with the Utica City School District. The late 1980's also saw the first formal training for docents (volunteers), and the program is still going strong today.

The first building, completed in 1920, is currently named the Wildlife Building and houses the administrative offices, auditorium, reptile exhibits, and the zoo's kitchen. In 1981, the Animal Care Center was added to the Wildlife Building for the quarantine and veterinary facilities. The first building made exclusively for animal use was completed in 1927 and still houses the primate collection. In the late 1970's, the Utica Zoo began replacing more common species with endangered species such as the red-ruffed lemur, snow leopard, and green tree python. The zoo acquired several Species Survival Plan (SSP) species including the above as well as red panda, golden lion tamarin, and white-handed gibbon. Other major exhibits include the Lion exhibit, California sea lion exhibit (finished in 1986), and the Outdoor White-Handed Gibbon Living Rainforest exhibit, opened in 2018.

Utica Zoo is a regional facility and a sparkling gem for the Mohawk Valley. The zoo receives annual support from Oneida County, an unrestricted grant from the Sinnott Family Fund at Fidelity Charitable, and an annual operating grant from the Natural Heritage Trust (a state agency). The remainder of the budget is raised by the Society. Admissions fees, society membership, special events such as Wine in the Wilderness, Brewfest & Spooktacular, the gift shop, the Animal Adoption program, animal encounters, animal feed sales, stroller rentals, pavilion rentals and donations complete the operating budget income. Major capital improvements are funded through specific fund drives, major grants, and other contributions and sponsorships.

Rules of Conduct

The following rules have been developed as guidelines for volunteer and docent conduct. Because of the importance of our mission, it is necessary to follow these rules so that we can maximize our effectiveness and better bring the message of wildlife conservation to our visitors. Any deviation from these rules may be cause for disciplinary action or suspension from volunteering duties.

- Volunteers should always make themselves easily accessible to zoo visitors and treat them with the utmost courtesy and respect.
- Please keep your work area and zoo property neat. Tools that are used are to be respected and replaced in their proper place after use. If something gets broken during the course of your duty, please notify the volunteer coordinator immediately.
- Profanity, shouting, alcoholic beverages, and general “rough-housing” will not be tolerated.
- No smoking is allowed while on duty.
- It is essential that staff and volunteers work together for the best interest of the zoo. Both staff and volunteers should treat each other with courtesy and cooperation.
- Do not open desk drawers, file cabinets, supply cabinets, etc., without the approval of the staff person in charge of that particular area.
- Do not loiter in the zoo office or with fellow staff.
- Volunteers are not allowed to stay on zoo grounds after the zoo office is closed without the approval of the curators or the director.

Appearance

Remember, while you are here, you represent the zoo and each employee working here. A smile should be part of your uniform!

- It is your responsibility to be neat and clean.
- No open toe shoes are allowed. Sneakers are acceptable; however, leather boots are recommended and may be required for some jobs.
- Clothing should be appropriate for the weather. No short shorts or questionable slogans.
- No cologne or perfume should be worn.

Interactions with Visitors

Our visitors are very important! We think of them as guests and extend the same hospitality as a host or hostess. As a zoo volunteer, you will extend friendly, helpful service whenever possible. Volunteers should be familiar with the various programs and services the zoo provides. If our visitors have questions about our programs and services that you cannot answer, refer them to the Main Office.

Remember, everyone is different. Accept people as they are. Our visitors come from many states and foreign countries. They represent every race, creed and culture. They are rich, poor, refined and unrefined. Some are having a wonderful visit and others may be tired after dealing with a cranky child. Remember to put yourself in their shoes and treat them as you would like to be treated. Many of our visitors are disabled. In compliance with the Americans with Disabilities Act, the Utica Zoo is committed to make our institution as accessible as possible to those who are physically challenged. We also have many mentally challenged visitors and we wish to make them welcome. A smile or an offer of assistance from you could make a big difference in their day.

Public Relations

Your attitude plays an important role in how the Utica Zoo is viewed by the public and our peers. Polite language and good manners are the rule while you are on duty or on break in a public area. Do not discuss any confidential information such as:

- data regarding operational costs or finances
- personal information about employees, guests, volunteers or donors

- unpublished information about zoo animals animal such as births, deaths, husbandry, behaviors, complications and veterinary practices/procedures
- work related details outside your assigned position and responsibilities
- private information regarding operations that is not available to the general public and “behind the scenes” details such as construction projects or new additions

This policy includes discussing these items with, but not limited to, media outlets, visitors, family or friends without prior consent from staff and includes information passed over social media and private sources such as email, letter or phone communications. Any breach of this confidentiality can result in the termination of your volunteerism. This policy extends beyond your volunteer terms if you end your tenure at the zoo or if you are terminated from volunteering. Refer all questions to the PR department or your immediate supervisor.

Causes for Disciplinary Action

The Utica Zoo prefers to rely on the good judgment of its volunteers rather than impose a long list of rigid rules. Listed below, however, are examples of offenses that can result in disciplinary action or dismissal from the docent or volunteer program:

- theft of, or intentional damage to zoo or employee property
- mistreatment of animals
- insubordination
- possession of intoxicants, narcotics, or firearms
- disregard of safety or instruction, unauthorized use or careless operation of equipment, unauthorized contact with animals or entering an animal enclosure without prior approval
- reporting to work under the influence of drugs or alcohol
- refusal to wear required safety equipment
- fighting or inciting a fight

Please note that these are only examples and not a complete list. Any conduct that falls below the standards for zoo employees will be just cause for disciplinary action.

Rules of the Zoo

The following rules are made to protect both the public and the animals. Make sure you remind people of this when you are giving a presentation or tour. Anyone not following the rules will be asked to leave the zoo.

- Groups of children or students must be accompanied by an adult at all times. The adults are expected to keep the group together and under control at all times.
- Pets are not allowed at the zoo. A little bark from a small dog on a leash can excite a valuable animal, causing it to injure or accidentally kill itself. Pets can also bring in diseases which can harm zoo animals that are not resistant.
- Toys, such as balls, water guns, skateboards, cap guns, and other noise makers must stay in the car or bus. Balloons and straws are not allowed on zoo grounds because if swallowed, they can be a health hazard for the animals.
- Guard rails and fences are there for a reason: to protect the people from the animals and to protect the animals from the people. If you see anyone climbing the rails, or on the wrong side of the rails, ask them to come back. If the visitor does not listen, or if you are not comfortable asking, find a zoo staff person and report the incident immediately
- Don't feed the animals! This is very important and for good reason. The animals' diets are specially prepared to meet specific nutritional needs. Food brought in by visitors can cause a variety of problems, ranging from “spoiling the animal's appetite,” to killing the animal. If you see someone feeding an animal (unless it is the feed from the coin-operated feeders in the Children's Zoo) report it to a zoo staff person immediately.
- Do not tease, harass, chase, yell at or otherwise bother the animals, for obvious reasons. If you see anyone harassing an animal at any time please speak up.
- Lost Items are to be turned into the gift shop or main office.

Who's Who at the Utica Zoo

Executive Director

Director of Administrative Operations
Administrative and Gift Shop Manager
Book Keeper
Director of Animal Care, Education & Conservation

Andria DeLisle Heath
Nikki Sheehan
Kyla Jacobs
Carol Heburn
Lisa Thompson

Animal Care Department

Veterinarian
Veterinary Technician
Animal Manager
Keepers

Dr. Ellen Hilton
Jackie Gregory
Michael Bates
Elizabeth Slabaugh
Jessica Lindsay
Krystin DeBan
Leanne Higby
Marley Ueland
Melanie Entelisano
Caleb LaRocca
Grace Gustke
Erin Perotta

Education Department

Education Program Coordinator
Seasonal Educator
Beaversprite Director

Kathleen McGill
Justin Horender
Mary Hall

Gift Shop Attendants

Theresa Weir
Christopher Jakubowski
Lucy Fuentes
Meaghen Gape

Supervisor of Buildings & Grounds

Building & Grounds Maintenance Staff

Gary Mundschenk
Chris Donohue
Mikhail Naryvonchyk
Durahin Yasin

General Emergency Policies

Every effort is made to safeguard our visitors, volunteers, and employees. If you witness or discover any accident to a visitor, docent or employee, report it immediately to a senior staff member. Report all accidents or injuries, no matter how slight. Senior staff will make arrangements, if necessary, for proper treatment. You will be required to make a report in writing unless staff advises you otherwise.

Police

Utica police have jurisdiction during any animal escape on or off grounds. Every attempt will be made to allow zoo staff to recapture escaped animals without using firearms; however, human safety must always take precedence. The police stand ready to assist and when necessary, to use firearms. To avoid confusion, it is important that the police have just one spokesperson from the zoo to deal with - all zoo staff may have input, but a final decision must come from the senior person in charge (the director or acting director which may be the animal curator or veterinarian). Confusion will only make the situation more dangerous.

News Media

Animal escapes are not only dangerous; the publicity surrounding them can adversely affect the credibility of the zoo and all the zoo staff. This can hurt us in many ways. Bad publicity can cause reduced attendance, lower employee morale, and difficulty in sustaining our budget and soliciting donations. To avoid misunderstandings and confusion, all news media inquiries concerning animal escapes or incidents must be referred to administration for an official response. If speaking to the media is unavoidable, be positive, factual, and supportive of zoo operations and staff. Avoid volunteering information or opinions.

In Any Emergency

No heroics! Do not create panic. Your main job as a docent/volunteer is to stay calm and handle the public. Keep all phone lines open. Remember that no set rules will cover all contingencies, therefore discretion is necessary. Remain calm, get the facts, follow procedures and ensure public safety. Follow all instructions from staff and emergency responders.

Injuries and Accidents

An accident report must be filled out for any accident that required first aid treatment (except bee stings). This provides a written record for the zoo.

Human Emergencies

Injuries to Zoo Staff and Volunteers

1. If you or some other zoo person is injured, report it immediately to your supervisor.
2. If the injury is minor, it will be treated with antiseptic soap and bandaging as need requires.
3. If the injury is major, an ambulance will be contacted.

Injuries to Zoo Visitors

1. If a visitor receives a minor injury, escort him or her to the office or nearest first aid station, and then report the incident to your supervisor.
2. Treatment will be applied by zoo personnel.
3. In the event of a major injury, report it to your supervisor. Give your supervisor your name, the location of the injured person, and the nature of the injury. An ambulance will be contacted if necessary.

Remember, in the event of any type of accident, remain calm and be observant. Injured people respond differently to injuries. Try to be reassuring and keep the victim calm.

Remember that you are not responsible for coordinating assistance. Always contact a senior zoo staff person to handle any kind of emergency.

Accident reports are kept in all first-aid kits or in the main office.

First-aid kits are located in the following areas:

Main Office - Gift Shop - Zoo Kitchen - Most Area Barns

Visitor Evacuation

Visitor evacuations are required only when a danger or potential danger is clearly present. To ensure public and employee safety, the following procedures are to be implemented as needed.

Dangerous Animal Escape:

Staff and docent response are as listed in the animal escape policy. Additionally, if visitors are in a building that contains an escaped dangerous animal, visitors must leave the building as soon as possible. Zoo staff will ensure that only qualified zoo staff is permitted inside. If a lion or camel (or similar fast moving large animal) escapes several steps are taken:

- A loud speaker announcement is made requesting all people on zoo grounds to immediately get inside a building.
- A zoo response team is organized to include tranquilizer equipment and a lethal firearm.
- The Utica City Police Department is requested.

Visitors must stay in a building until an all clear signal is given. The police have jurisdiction and final authority.

Fire and/or Explosion

If fire breaks out in any zoo building, everyone will evacuate as per the posted evacuation plans located near the fire extinguishers near the exits. The Utica Fire Department will be contacted as soon as possible and senior staff will advise the Fire Chief as to any unique hazards (i.e. animals) in the building.

Earthquake

In the unlikely event of an earthquake, all staff and visitors must evacuate all buildings as soon as possible. If exit is blocked, stand in a metal frame doorway or under a large metal desk and wait to be rescued. Buildings and grounds staff will check and shut off gas lines if possible and monitor for leaks. Appropriate civil disaster services will be contacted as needed.

High Winds

Although the zoo is located outside hurricane and tornado prone zones, high winds do occasionally occur that threaten visitors and exhibits through airborne debris, etc. A loudspeaker announcement will be made instructing visitors that the zoo will be closing and to exit through the main gate.

Group Coordinator Contract

All Groups must identify a Group Coordinator that is responsible for the safety and well-being of group members:

- To provide coordination and supervision of group while volunteering
- To ensure all members adhere to Zoo rules and procedures.
- It is the responsibility of the coordinating group to obtain some type of signed parental consent form for group members under the age of 18 which must be brought to the project by your Group Coordinator who will retain them in case of an emergency.

This agreement serves as an acknowledgement by you of Utica Zoo's expectations for all volunteers and their chaperones. This document is for information purposes and can be updated by Utica Zoo without notice.

- **Accidents:** If you or any other volunteer or chaperone are injured during volunteer service, please contact your Supervisor immediately. An incident report form must be completed and turned in to the Director of Administrative Operations as soon as possible.
- **Animal Care:** Volunteers may not enter any animal enclosures or keeper areas without expressed permission and/or direct supervision of the animal care staff. Volunteers may not handle any animals without direct supervision and/or permission from the animal care staff. The animals residing in the Zoo must not be harassed, abused, or mistreated in any way. Only the Animal Keepers feed the animals. Any violation of this rule could result in automatic termination of volunteer service.
- **Attendance:** Volunteer work efforts are very important for Utica Zoo's overall success. Volunteers are expected to report regularly and at the agreed time. **In the case of emergencies, volunteers should notify the volunteer coordinator at least 24 hours in advance if unable to attend assigned shifts.**
- **Attire:** All volunteers represent Utica Zoo and should present an image that is professional and appropriate. No open toed shoes or clogs/flip-flops are permitted. Clothes should be comfortable and presentable. Volunteers should expect that clothes worn may become dirty or stained due to the nature of the work.
- **Confidentiality:** As a volunteer of Utica Zoo, you may have or be granted access to proprietary or confidential information. Volunteers are required to use discretion regarding all matters of official business of the Utica Zoo. A volunteer may not disclose confidential or proprietary information which has not already been made public, except in the course of regular duties or under the authorization of your department supervisor.
- **Equipment:** Volunteers are not permitted to operate Utica Zoo vehicles or the maintenance department machinery. The use of any office equipment, including the copiers, computers, and phones requires permission from a department supervisor or the volunteer coordinator.
- **Conditions:** In the event of undesirable weather (cold, heat, rain, snow, etc.), volunteers are asked to call prior to their shift to see if there will be any tasks for that day.
- **Public Service:** A friendly, caring, and polite attitude is required of our volunteers at all times. Remember that you are representing Utica Zoo and must uphold its positive image. The children and adults participating in our programs, fellow volunteers, Utica Zoo staff, and our guests will not be treated in a rude, abusive, or harassing manner.

Number of Participants

- Minimum of 5 individuals and a maximum of 25 individuals. Chaperones do not count towards the volunteer total.
- Any group with youths must have a 5:1 youth to adult ratio. Youths are anyone under the age of 18.
- All volunteers must be at least 14 years old.
- Chaperones may NOT be peers.

Please note: there are no group opportunities that involve working directly with animals.