

# Zoological Occupation Orientation (Z.O.O. Crew) Member Policy



## Mission of Program:

To provide area youth an opportunity to gain real life, work related experience in a science-based career field.

## Program Dates to Remember:

- Application Deadline: Wednesday, January 27, 2021 at 5:00 PM
- Acceptance Notification: Friday, January 29, 2021 by 11:59 PM
- Final Schedule Delivered: Wednesday, February 3, 2021 by 11:59 PM
- Online Google Classroom Training completed by: Friday, February 5 by 7:00 PM.
- Program Start Date: Monday, February 8, 2021
- Program End Date: Sunday, May 2, 2021
- Program Holiday (No Z.O.O. Crew on the follow days): Friday, March 12, 2021 – Sunday, March 21, 2020
- Program time frame: 3:30 PM – 5:30 PM, EVERYDAY. Please arrive no later than 3:35 PM for your volunteer shift.
- ***I have set up “Z.O.O. Crew – Spring 2021” as a class on Remind.com. Download the remind app for free or log in on your computer and sign up for the “class” using the code @zoocrew21s. I will also send invitations to all participants on January 29.***

## Pre-participation Training:

- Z.O.O. Crew participants are expected to complete online training prior to participation in the Z.O.O. Crew afterschool program. (Training Deadline: Friday, February 5, 2021)
- Participants must watch and read all training materials and successfully complete quizzes/assignments associated with training.
- Training materials will be available via google classrooms. (estimated 3-4 hours) An email account is required to participate in training via google classrooms.

## Transportation and Program Time:

- Sunset Zoo will be unable to provide transportation to Z.O.O. Crew participants this semester.
- Z.O.O. Crew begins at 3:30 PM. All Z.O.O. Crew participants must arrive at Sunset Zoo no later than 3:35 PM.
- Please wait at the stone benches across from the ticket booth for your supervisor. They will conduct COVID-19 screening questions before every volunteer shift.
- Parents/guardians must pick up their child at the Sunset Zoo ticket booth between 5:30-5:45 PM.
- Participants will not be dismissed before 5:30 PM.

## Group Size and Scheduling

- For participant and supervisor safety due to COVID-19, we are limiting the group size to a maximum of 3 participants per shift. This will better allow for us to maintain social distancing while participating in the program. Please note: social distancing will not be possible at all times.
- For participant and supervisor safety, we must always have a participant to supervisor ratio that exceeds 1:1. This means we must have a minimum of 2 participants on every shift.
- Due to the small group size, attendance and promptness for all shifts is imperative. Communication about absences and tardiness is essential. We want to notify families in advance if we need to cancel the shift due to lack of participation.
- Due to the scheduling process, Z.O.O. Crew participants may not come in on non-scheduled days.

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### Supervision:

- The Sunset Zoo Education Department, a division of the City of Manhattan's Parks and Recreation Department, employs and trains the Z.O.O. Crew Supervisors, which are paid staff.
- If a Z.O.O. Crew participant has a problem with a Z.O.O. Crew Supervisor(s), then the parent/guardian should contact the Programs and Education Animals Manager, Nicole Wade, at Sunset Zoo.

### Attendance and Promptness Requirements:

- We are not be able to accommodate late arrivals or early pickups in order to ensure safe participant to supervisor ratio.
- If we do not have at least 2 participants present for any given shift, that shift will be canceled.
- Please use Remind.com or the free Remind app to notify all supervisors of any expected absence or tardiness.
- If you are running late, but are on your way, you must notify supervisors before the designated start time of the shift. We will wait for you if we know you are on the way.
- Parents/guardians need to notify the Zoo no later than 2:00 p.m. when a Z.O.O. Crew participant will be absent.
- Promptness will be very important. Participant parents will be asked to remain on zoo grounds until at least 2 participants are present for any given shift. (You may wait in your vehicle but you must remain on grounds)
- To respect parent time, supervisors will wait a maximum of 5 minutes after the designated start time for participants to arrive. If a second participant has not arrived by the cut-off time, the present participant will be dismissed for the day and late arrivals will not be permitted to stay.
- Z.O.O. Crew participants who are tardy or absent from three (3) scheduled work days without advance notice may be terminated from the program.

### Program Structure:

- Z.O.O. Crew participants volunteer with the ambassador animals. Please see expectations below for requirements to ensure safety of participants, supervisors, and animals in this indoor space.
- The Z.O.O. Crew shift will include, but is not limited to: feed ambassador animals, disinfect enclosures according to a schedule, spot clean enclosures, clean and organize ambassador animal room, wash dishes, fold and put away laundry, create and provide enrichment, participate in animal training/socialization, participate in other animal husbandry requirements (trimming nails, brushing animals, etc.), exercise ambassador animals, work on Z.O.O. Crew project.
- Please understand that participants are expected to perform strenuous manual labor.
- We are limiting the number of participants so please apply ONLY if you are able to commit to the entire semester and you understand that you will be expected to participate in difficult cleaning activities that may get you dirty.

### Attire:

- Sunset Zoo will provide reusable nametags which **MUST** be worn each day you volunteer.
- Sunset Zoo will provide disposable gloves, which are optional for Z.O.O. Crew participants to wear.
- Any shirts containing offensive words or pictures may **NOT** be worn.
- Non-faded, non-ripped jeans or pants must be worn.
- Non-faded, non-ripped shorts may be worn as long as they are fingertip length.
- **Close-toed shoes MUST be worn at all times. Due to safety factors, shoes not fitting this description are strictly prohibited.**
- Rubber boots are recommended. Participants may leave boots marked with their name at the zoo to wear each shift.
- Z.O.O. Crew participants will work outside occasionally and **MUST** dress appropriately to be comfortable outside.
- Sunset Zoo does **NOT** provide extra pants, shirts, or shoes. Proper work attire is the Z.O.O. Crew participant's responsibility.

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### Injuries, Sickness, and Emergencies:

- Minor first aid (i.e. rinsing a small cut or putting on a bandage) may be administered at the Zoo if needed. No other first aid will be given without direct approval from parent, guardian or emergency contact.
- If a student is injured, their parent/guardian will be called immediately. If it is an emergency and the parent/guardian is not available, the emergency contact(s) on their permission form will be contacted.
- If a student becomes sick or is not feeling well while at the Zoo, their parent/guardian will be called. When ill, students may continue work on light duty, or rest in the office until the shift is over or parents pick them up.

### Conduct:

- Follow all rules and protocols discussed in Z.O.O. Crew orientation. This orientation will be completed virtually in the Google classroom.
- All Z.O.O. Crew participants are responsible for cleaning up after themselves.
- Z.O.O. Crew participants are expected to work together as a team. If a supervisor has continuous problems with a Z.O.O. Crew participant not wanting to work, parents will be contacted and a meeting may be set up. The work is not always easy but it is rewarding!
- Z.O.O. Crew participants are not allowed to fight or argue with other Z.O.O. Crew participants. Disagreements and other problems need to be discussed with the Z.O.O. Crew Supervisor.
- Z.O.O. Crew participants are expected to listen to and follow the directions given by Z.O.O. Crew Supervisors.
- If Z.O.O. Crew participants are not clear on what is expected of them from the Supervisor, they must ask the Supervisor to discuss the project in more detail.
- **Z.O.O. Crew participants are not allowed to chew gum, drink beverages, or eat while in animal areas.**
- Personal guests of the Z.O.O. Crew participants are never allowed to help with any scheduled volunteer education sessions.
- Personal guests of the Z.O.O. Crew participants are never allowed to follow Z.O.O. Crew participants into non-public areas without prior permission from a Zoo Administrative Staff member.
- If a Z.O.O. Crew participant brings their cell phone with them to the Zoo, it must be turned off for their entire shift.
- Phones will be confiscated by staff if a participant is seen using it while volunteering. Z.O.O. Crew participants may ask for their phone back at the end of their shift, but it is their responsibility to ask.
- Parents/Guardians can reach their Z.O.O. Crew participants by contacting the zoo's main line at 785.587.2737.

**Potential Causes of Program Dismissal** - Failure to follow any of these guidelines could be grounds for termination from the Z.O.O. Crew program.

- Z.O.O. Crew participants can be removed from the program at any time if they are abusive (mental, emotional, physical) to the animals or other Z.O.O. Crew participants.
- Entering animal areas without a supervisor or supervisor permission.
- Continued disregard for participant expectations and/or safety precautions.
- Placing themselves, other participants or animals deliberately or accidentally in a hazardous or potentially hazardous situation.
- All general zoo rules must be followed.
- Except for in extreme situations, a meeting will be held or a phone call will be conducted with the Programs and Education Animals Manager and parent/guardian before termination is considered.
- An Extreme situation would include:
  - Physical abuse to other Z.O.O. Crew participants or Supervisors
  - Physical abuse to any animals

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- Purposely endangering a human or non-human life
- Any Z.O.O. Crew participants that are picked up late more than three (3) times may be terminated from the program. Parent/guardian must pick up Z.O.O. Crew participant by 5:45 p.m.

### Additional Adjustments Specifically to ensure Safety of Participants during COVID-19

#### Safety Precautions

- Participants will be screened using the employee screening checklist. This checklist is in the google classroom for you to preview.
- Participants will need to use hand sanitizer before clocking in for their shift.
- Participants and supervisors will attempt to maintain 6ft of social distance, but this will not be possible at all times.
- Participants and Supervisors are **REQUIRED** to wear a cloth mask during Z.O.O. Crew. The majority of program activities occurs indoors – this is in compliance with the city mask ordinance.
- As COVID-19 progresses, our understanding of susceptible populations also increases. It has come to light that many animals in close proximity to humans are susceptible to contracting COVID-19. Household pets including cats, ferrets, hamsters and now dogs have all tested positive. There is some evidence that rabbits may also be susceptible to contracting COVID-19. Lions and tigers in zoo settings have tested positive. We have many mammals and birds in our care and we have close contact with them while caring for them. More and more species are testing positive for COVID-19 and we do not want to risk the health and welfare of any of the animals in our care. Currently, the evidence does not support the idea that infected animals can transmit the disease to humans. We do not believe that participants are at risk from the animals, however the animals are certainly at risk from humans. **For these reasons, animal welfare being the top priority, we are requiring that participants and supervisors wear a cloth mask during Z.O.O. Crew, even if the city mask ordinance is reversed.**
- Z.O.O. Crew participants will need to bring two clean masks with them in a bag marked “clean masks” and marked with their name. They will also need to bring a second bag marked with their name and marked “dirty masks.” Masks are no longer effective if they become saturated with sweat and may need to be changed periodically to maintain effectiveness.
- The zoo will provide disposable facemasks for emergency situations, but our ability to acquire disposable masks is limited and therefore we cannot provide masks if a participant simply forgot them. We will contact you to bring their masks to the zoo.
- Frequent handwashing will be expected of all participants. Participants may choose to wear a pair of long kitchen gloves to protect hands from chapping that may occur due to frequent hand washing. Hands will still be required to be washed before putting gloves on and after taking them off since this will be *shared* PPE.
- Gloves are optional unless there are open wounds or chapping of the hands, in which case disposable neoprene glove must be worn.
- Supervisors will disinfect all surfaces in the animal room and classrooms used at the conclusion of each shift.

#### Questions, Comments, and Concerns:

Please do not hesitate to contact the Sunset Zoo Education Department at: Phone: (785) 587-2737, 8am-5pm, M – F.