

Junior Zoo Crew Manual



2017

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Junior Zoo Crew are not given a paper copy of the manual but have access to an online copy at the Idaho Falls Zoo website.

Additional information about animals at the Idaho Falls Zoo are located in our zoo animal fact sheets on the Idaho Falls Zoo website.

Purpose

Junior Zoo Crew (JZC) is an education program for teenagers interested in working in the Children's Zoo and Exploration Stations at the Idaho Falls Zoo. It is an educational opportunity to explore careers in animal care. Youth assist in zoo keeping, help visitors explore the Children's Zoo, and provide interactive learning opportunities with Exploration Stations.

Goals

Service	To initiate a desire to work with others in a zoo setting, with no expectation of pay.
Respect	To foster an appreciation of the environment, the need to preserve our wildlife, understand the interconnectedness of our natural world, and the importance of conservation.
Education	To learn proper care of domestic animals. To learn to interact with peers, staff, and the public while providing a great customer service experience. To learn to communicate knowledge and concern for wildlife and nature. To learn to follow directions, carry out assigned tasks and assume responsibility.

Training

Before the summer season begins, there will be mandatory training sessions. The date(s) will be given during the interview and confirmed in the acceptance letter. Training sessions will cover rules, safety, emergency procedures, duties, animal handling and husbandry care. Additional mandatory continuing education classes will be scheduled throughout the summer. All Junior Zoo Crew must attend these sessions. Absence from a continuing education class will incur the requirement to write a detailed, 6-page (*minimum* 2,000 word) report on the missed topic and submit it within 2 weeks of the absence. Failure to attend or write a paper will result in dismissal from the program and you will not be invited to return.

Junior Zoo Crew Continuing Education Classes

We take your role as an educator of the public very seriously. The Junior Zoo Crew is your opportunity to learn. Your initial training for the JZC program is just the beginning. All members are required to attend additional continuing education classes held each month during the summer. These classes will cover a variety of topics to increase your knowledge. Every JZC member is required to attend all classes and complete a poster project on a topic of their choice within the given parameters. The dates for these classes and poster presentations will be provided at the training day. This will be a fun learning experience, and you may even be able to use your poster during the school year! If you miss any of these classes, you will be expected to complete a related research paper to be allowed to continue in the program.

Requirements

Junior Zoo Crew members are expected to...

- Be dependable and punctual
- Be polite and helpful to the public
- Cooperate in any task
- Be conscientious about animal welfare
- Act appropriately as a representative of the zoo
- Stay in their assigned area
- Be able to perform tasks unsupervised
- Be knowledgeable about the animals they care for or handle

Those members of the JZC not performing to the satisfaction of the zoo staff will receive a written evaluation outlining the points needing improvement and may be placed on probation. If, after evaluation, zoo staff does not see immediate improvement, the JZC member may be dismissed at any time without a refund of the program fees.

City Policy Concerning Minors

Purpose

Employees and adult volunteers of the City of Idaho Falls should avoid situations which would make them vulnerable to allegations of abuse, and shall promptly report suspected neglect, exploitation, or abuse as required by law. In addition, the City of Idaho Falls is committed to taking necessary precautions to protect its employees from accusations and suspicions by providing clear rules for working with children and vulnerable adults. This policy is intended:

- To provide a safe and secure environment for children and vulnerable adults.
- To protect adult employees and adult volunteers from unwarranted allegations of inappropriate behavior.
- To promote and protect the best interests of children and vulnerable adults at all times.
- To make all aware of the zero tolerance of child abuse and that there is mandatory reporting of confirmed or suspected child abuse.
- To have effective risk management strategies in place to prevent child abuse.

Policy

This policy applies to:

- Staff
- Board Members
- Volunteers

Adult employees or adult volunteers shall never work one-on-one with children, youth volunteers, or vulnerable adults. The “two adult rule” or “two youth rule” shall always apply. **When employees or adult volunteers are working with youth the number working together shall always be a minimum of three.** Whether this is one youth working with two adult employees or two youth working with one adult employee. At **NO** times shall an employee or adult volunteer working with children or youth **EVER** be one-on-one. There must ALWAYS be a third person.

Children, youth, and employees should not put themselves in a situation where something unethical could happen or where conduct could be perceived as inappropriate.

Staff and volunteers shall see that activities are avoided that could easily lead to allegations of abuse, harassment, or inappropriate behavior.

All employees and adult volunteers working with children and youth shall attend yearly or special training and educational events provided by the City to keep employees and adult volunteers informed of City policies and state laws regarding child abuse.

All youth volunteers shall attend training to be informed of policies and state laws regarding child abuse and ways to prevent child abuse.

It is City policy to provide a work environment for volunteers harmonious and free from intimidation and harassment. Toward this end, the City will not tolerate any form or degree of harassment.

Harassment includes unsolicited remarks, gestures, or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic, or religious groups.

The City prohibits sexual harassment of its volunteers within the workplace by other volunteers, outside individuals, or City employees. Sexual harassment means unwelcome sexual advances, requests for sexual or romantic favors, and other offensive verbal or physical conduct of a sexual nature. Sexual harassment includes unwelcome verbal behavior, such as comments, suggestions, jokes or derogatory remarks based on sex; physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impending or blocking normal work or movement; visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons, or drawings. It also includes unwanted sexual advances, pressure for sexual favors, or basing employment decisions (such as a volunteer's work assignments, performance evaluations, etc.) upon the volunteer's acquiescence to sexually harassing behavior in the workplace.

The employee who oversees the Youth Volunteers Program in a department shall randomly monitor the activities and duties of the youth volunteers while the youth volunteers are on duty.

All adult employees and adult volunteers are responsible for being aware of people in the proximity of the Youth Volunteers.

Standards of Conduct

The City expects and encourages a work environment of respect and professionalism. All City employees and volunteers are required to conduct themselves in a courteous manner that is appropriate for the workplace. While it is not possible to list every type of conduct that is unacceptable, the following are examples of conduct that is not acceptable:

1. A violation of City policies or regulations.
2. Any conduct violating any federal, state, or local law or regulation.
3. Threat of harm (direct or indirect) to any City employee or representative, member of the public, City government, or City property.

4. Physical violence against persons or property.
5. Damage or threat to City property, regardless of location, or other property that the City controls.
6. Intentional or negligent misuse or destruction of City property, including tools, equipment, vehicles, records, or other material.
7. Possession or carrying of deadly weapons, explosives, or similar items on City property or process.
8. Forceful or unauthorized entry to or occupation of City facilities, including buildings and grounds.
9. Refusal or failure to carry out assignments or to comply with policies, regulations, rules, procedures, or directives, including oral instructions.
10. Failure to keep management informed on matters that pertain to or affect work-related duties or City business.
11. Making malicious, vindictive, false or harmful statements about others or engaging in verbal abuse, altercations or outbursts, including the use of profanity, name-calling, threats, or ridicule.
12. Intimidating or bullying others.
13. Use, possession, distribution, or sale of illegal drugs, paraphernalia, or controlled substances not prescribed to the user by a physician on City property.
14. Violating any safety rules or practices or engaging in any conduct on the job that causes a safety hazard.
15. Failure to report an accident or injury or making false claims or inaccurate statements in the reporting of a job injury or accident.
16. Using City equipment or time to view pornography or other images or websites that are considered inappropriate for the workplace.
17. The City's information technology is provided to enhance business processes within the City. Volunteers shall only use the City's information technology for City business-related purposes.

The above restrictions are not intended to be all-inclusive of the proper standards of conduct or obligations that volunteers or employees shall observe at all times. When a situation arises in which the proper course of conduct is unclear, the employee or volunteer involved should request direction from his or her supervisor.

Responding to the Report

When someone receives a report of an incident or inappropriate behavior or abuse, immediate action shall be taken to ensure the safety of the alleged victim.

Reasonable steps shall be taken to ensure that the alleged wrongdoer has no contact with the alleged victim pending investigation.

Procedures and Policies

General Information

1. Junior Zoo Crew members must be on time to all scheduled shifts including any special programs.
2. If you are behind the scenes at the zoo when you are not scheduled to be you will be asked to leave. When visiting the zoo you must stay on the public walkways, no behind the scenes access.
3. All routine work must be done before any JZC is released for extra projects.
4. All JZC members must follow all directions given by the zoo staff. Failure to follow directions will be cause for probation and/or dismissal.
5. JZC will NOT be allowed to text or talk on cell phones during their work shift except in the event of an emergency. Non-emergency use of cell phones will result in a call to your parent/guardian and a misconduct report may be written. Repeated violations will lead to probation and/or dismissal.
6. All JZC members' performance will be reviewed by the Education staff periodically. Each JZC will receive a mid-season evaluation.
7. JZC will NEVER be alone on zoo grounds nor alone with any member of zoo staff. JZC must ALWAYS be in a group of THREE: either two JZC per staff member, volunteer, or one JZC per two zoo staff.
8. JZC will only be allowed to handle those animals on which they have been trained and checked off. A copy of the Junior Zoo Crew's animal handling sheets will be kept in the Children's Zoo and Habitat. Animals must be handled and transported according to the guidelines. JZC MUST have a keeper, education staff member, or trained animal handling volunteer with them at all times when an animal is taken out.
9. No one may handle an animal except a trained JZC member, zoo staff member, or volunteer! Do not let the public hold ANY animal.... no exceptions! If this rule is violated, the person involved will be subject to a review and probable dismissal.
10. First year JZC members will be assigned to Children's Zoo, special events, and education assistance. First year will only be trained on hoof stock animals. Second year will be assigned Exploration Stations and be Habitat trained. Third year will gain the privilege of working with keepers, being trained on bird handling, including birds of prey and assisting keepers in training behaviors of Children's Zoo animals. Fourth year may receive the position of a team leader.

Daily Expectations

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 count against you. Replacements cost \$10.
4. Enter only through the front of the zoo, via the exit door of the Gift shop. Swipe your nametag at the computer in the gift shop to electronically sign in each day.
5. Report to the Children's Zoo keeper for assignment. Returning JZC may report in groups of 2 to a scheduled animal keeper only AFTER first checking with the Children's Zoo staff concerning any unexpected need for assistance.

6. Each JZC 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 AND FAMILY 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 feeling bad 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 can 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 them 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 JZC program and your parent/guardian will be notified.
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 record of your actual time spent at the zoo in the program.
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 shifts.
16. Off-duty JZC members may visit the zoo free of charge while they are active JZC members (for the current year only, this season it will be (May 27-August 27, 2017). Please enter only through the front admission gate of the zoo and present your nametag as proof you are a current member of the JZC. Any guests you bring with you (family and friends) will be required to pay the applicable admission fees.

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 Zoo Crew t-shirt and nametag to **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 is unprofessional. You will be required to undo the modifications or in necessary cases to purchase a new shirt.

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. Hats with the zoo’s logo are available to purchase in the gift shop.
5. **ALWAYS** wear closed toed shoes. No sandals ever. This rule is for your safety and hygiene.

Failure to comply with 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.

Weather

Regardless of the weather you **MUST** show up for your shift. The zoo must operate **EVERY** day. 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 eat and will require cleaning up after despite the weather. Therefore bad weather does **NOT** excuse a Junior Zoo Crew from his/her duties or scheduled shift. Please dress appropriately in a rain coat if needed.

Social Media Policy

It is the policy of the Idaho Falls Zoo that any pictures posted on social media must be taken from public viewing areas. No behind-the-scenes photos, or photos of any type of medical procedure will be posted on social media. Social media includes, but is not limited to, Facebook, Snapchat, Instagram, Vine, Twitter, Google, Friendster, Periscope, Flickr, YouTube, Vimeo, Tumblr, Reddit, Pinterest, etc. What you post is a direct reflection of yourself and the Idaho Falls Zoo. Confidential or sensitive zoo information will not be posted to any social media website or discussed with unauthorized media outlets. This includes but is not limited to animal procedures, acquisitions, deaths, illnesses, finance, personnel, donor, and husbandry issues. Think about what you are going to post and how it will affect you and the zoo. Be kind, respectful, discrete, and mature when posting anything online. Failure to comply with this policy **WILL** result in discipline and possible dismissal from the program.

Attendance

You are expected to work at least two 5 hour shifts per week. You can expect to participate for 70 or more hours throughout the summer. Remember, the zoo is open all holidays and weekends, and if you are scheduled during these days, you will be expected to attend your shift.

Additional Shifts

There are opportunities if you would like to work more than your required two shifts per week. Keep in mind that you are not allowed to work more than eight hours in one day and no more than 20 hours per week. You are welcome to take on extra shifts when other JZC are looking for replacements, but you are under no obligation to do so. If you would like to work an extra shift, you must call the Education Department (612-8453) at least 2 days before the shift so it can be approved and keepers notified.

Excused Absence

If you are unable to attend your shift due to illness or a family emergency it will be counted as an excused absence. If this occurs please call the zoo as soon as possible (612-8453) to notify the Education Department if you are unable to attend your shift. If there is no answer, leave a message and then call the gift shop (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 are counting on you to be there; so please call us immediately.

Unexcused Absence

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. Once you have agreed to cover a shift for someone, you are responsible for doing so. First years can have any level JZC cover a shift, but returners can only use other returners of their same year or above.

1st unexcused absence – Written notice to be signed by parents

One page paper on the importance of being dependable

2nd unexcused absence – Meeting with parent/guardian

One month of animal food dish washing duty

3rd unexcused absence – Grounds for dismissal from the program and will not be invited back

If you have called all JZC members who are qualified to cover your shift and are unable to find a replacement please call the Education Department at 612-8453.

Tardy

You are considered tardy if late by 15 minutes or more. 1st tardy – verbal warning. 2nd – meeting with parent/guardian and Education Department. 3rd – two weeks of animal food dish washing duty.

Misconduct

If a Junior Zoo Crew member is exhibiting inappropriate behavior, then any staff member may fill out a misconduct form and submit it to the Education Department. Once a JZC receives two misconduct reports then the Education Department will have a meeting with the JZC. In some cases, a letter will be sent to the JZC's parent/guardian. Following consequences for misconduct will depend on the severity and frequency of misconduct reports. Consequences may include meeting with parent/guardian, loss of animal handling, animal food dish duty, or dismissal from the program.

Any misconduct will be considered in the JZC's mid-season evaluation and may determine whether or not they are invited to return the following year.

Shift Outlines

JZC will be required to work at least two shifts per week. You are not allowed to work more than eight hours per day and no more than 20 hours per week. There are three different types of schedule. The first is two standard Children's Zoo shifts each day – morning shift from 8 a.m. to 1 p.m. and an afternoon shift from 12:45 p.m. to 6 p.m. There may be some additional 2-hour evening shifts from 6:00 p.m. to 8:00 p.m. on some occasions.

Morning (8:00 a.m. – 1 p.m.)

1. Meet at the Zoo Administrative office at 8:00 a.m.
2. Enter/sign in at the Gift Shop
3. Report to the Children's Zoo for assignment of your duties
 - a. Cleaning barns and yards, helping feed petting zoo animals, filling contact yard feeder, preparing for the public, keeping water tubs full, and other duties as assigned by keepers.
 - b. Helping staff prepare for daily 9:00 a.m. opening
 - i. Cleaning walkways, water and weed plants; halter, groom and fly spray llama, alpaca and donkeys. Spot clean animal yards.
4. At 10 a.m. the contact yard opens. Monitor the public contact areas.
5. You will receive one 15 minutes break.
6. Sign out and leave at 1 p.m.

Afternoon (12:45 p.m. – 6 p.m.)

1. Enter/sign in at the Gift Shop
2. Report to the Children's Zoo for assignment of your duties
 - a. Monitoring contact yard, refilling water tubs, spot cleaning yards; halter, groom and fly spray llama, alpaca, and donkeys. Water grass and plants, weed flower beds, clean sidewalks, feed Children's Zoo animals.
3. You will receive one 15 minute break.
4. Assist Children's Zoo Keeper with closing procedures. The contact yard closes at 5 p.m.
5. The zoo closes at 6 p.m.
6. On the first Friday of each month (July-September) the zoo will stay open until 8 p.m. On these days the animal care closing procedures will take place from 7 to 8 p.m.
7. Sign out and leave at 6 p.m. unless it is the first Friday in which you will sign out at 8 p.m.

The second type of schedule is for Exploration Stations. These stations are located around the zoo and their purpose is to interact with and educate the public. These are for year two JZC and up. There are two standard Exploration Station shifts. The shifts are 9 a.m. to 12:15 p.m. and 12 p.m. to 3 p.m. On these days you will arrive to the zoo a few minutes before your shift, after this shift is over, promptly sign out.

The third type of schedule is for working with keepers. This is only for third year and up. There are two standard keeper schedules. The first is from 8:30 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m. For these shifts sign in and report to Children's Zoo.

You may be scheduled at other times of the day or for longer shifts depending on the needs of the different zoo departments including education and animal care. At no time will anyone work the morning and afternoon shift on the same day.

If scheduled to work a two-hour only 6 to 8 p.m. evening-only shift, follow standard procedure. Sign in at the Gift Shop at 6 p.m., report to the Children's Zoo for assignment, and sign out/leave via the Gift Shop at 8 p.m.

Biofacts

Biofacts are any natural, organic material from something that was once living. This includes seeds, fur, skulls, feathers, shells, pieces of wood, etc. They are valuable educational tools that can be used in a wide variety of ways. We have a lot of animals that cannot be approached and especially not touched! Biofacts are an opportunity to let people get "up close" to these animals. Biofacts can be used to demonstrate animal adaptations almost as well as, or sometimes even better than, the live animal itself! Please take the opportunity to explain to people WHY we have biofacts and their value in education. Here are some examples of some ways to use biofacts:

1. **Skulls, Teeth, Jaw Bones** – You can tell a lot about an animal (what it eats, how strong it is, how old it is, where it lives, etc.) just by looking at its skull.
 - a. Illustrate features of an animal's skull to zoo visitors. Show how the teeth shape, size of sagittal crest, eye socket placement, horns, etc. help it survive.
 - b. Compare skulls from herbivores, carnivores and omnivores. Herbivores have flat grinding molars and "lawn mower like" front teeth. Herbivores also tend to have eyes on the side so they can see a wider range of view to spot predators. Carnivores have sharp, pointy canines for holding onto wriggling prey and sharp, ridged molars for shearing meat. Carnivores tend to have forward facing eye sockets and good depth perception for capturing prey. Omnivores have a mixture of both types of teeth and usually have forward facing eyes.
2. **Hides, Pelts, Sheds** – There are few places in the United States where people get the opportunity to legally touch monkey fur or a lion pelt. All animals, including humans, have an outer layer covering their bodies. The nature of this covering gives clues to an animal's adaptations that help them to survive in their environments.

- a. Use a boa constrictor shed to show the size of these amazing snakes. You could take along a shed from one of the smaller snakes as a comparison and to show people how big boas get. They start out small enough to fit in an egg but grow to be over 10 feet long!
- b. Compare animal coverings and their functions. Feathers, horns, scales (including on tortoise shells), nails, and hair/fur are all essentially made from keratin. As animals evolved the ability to regulate their temperature internally, they needed to also evolve coverings that held in heat. Scales provide very little insulation, but fur and feathers can help warm or cool animals. On some animals they can even be almost waterproof!

You can expect to use lots of biofacts while working at Exploration Stations. Have fun! Don't stress out about the complexities of animal bodies, because most audiences NEED you to keep it to simple facts. Zoo guests are here to have fun, not to feel like they are in school. People instinctively want to touch and feel things in order to learn. You'll find that biofacts are a lifesaver for helping people understand concepts.

Safety and Emergency Procedures

1. The zoo has high security levels for safety reasons. Some areas are off-limits. **DO NOT** go anywhere behind the scenes or animal exhibit without keeper permission. **ASK** if in doubt.
2. **DO NOT FEED** any animals in the main zoo without animal staff assistance.
3. Pick up all trash you encounter – yours and others. Put trash in a garbage can. It's amazing how much you can help our zoo's image just by picking up litter.

Emergencies

Any emergencies should be reported immediately to the nearest zoo staff.

Fire Procedures

There are two fire extinguishers in the Children's Zoo: in the barn & gazebo.

1. **STAY CALM!** Panic helps no one.
2. If you smell smoke, alert a staff member immediately and quietly! If a staff member is not in the immediate vicinity, issue a call on the radio to "all Z units" and report the smoke/fire location.
3. If you see a fire in the zoo, shout "FIRE!" and evacuate visitors from the area. **STAY CALM!!**
4. Under the direction of the zoo staff, prepare to:
 - a. Evacuate any animals who are in immediate danger. **STAY CALM!**
 - b. Evacuate all visitors, whether they are in danger or not.

Lost Children

1. Crouch down to the child's level to talk. Take child to nearest staff to notify all "Z" units via radio.
2. Help staff search the area. It helps to ask what color shirt, hair, etc. the lost person has.

Lost and Found

1. Found articles are to be taken to the front gate and given to the cashier at the gift shop window.

Accident/Injury – Volunteer

1. Ask the nearest staff member for assistance. There are first-aid kits in the gift shop, Education office, main office, and in the keeper's break room.
2. Report any accident/injury to staff. It is essential that proper forms are completed by the staff and turned in within 24 hours. The forms can only be filled out by heads of departments – i.e. Animal Care Supervisor, Zoo Registrar, Zoo Superintendent, Education Curator, or General Curator.

Accident/Injury – Public

1. Ask the nearest staff member for assistance. Offer help if indicated. JZC should not administer first aid, but can assist staff with gathering supplies.
2. Refrain from any discussion of "who is to blame" or discussing the circumstances of the situation.

Animal Escapes

Children's Zoo

These are not dangerous animals in the same sense as a lion or bear, but the fact that an animal is loose can cause panic and confusion among visitors and, above all else, can stress the animal! An animal knocking down a child on pavement can be dangerous. **WHATEVER ESCAPES, DO NOT CHASE IT!** These animals will panic and cause more problems if chased. Keep your cool.

1. Inform staff immediately via radio. Say which animal is out and where it is if you can see it.
2. Quickly, but calmly and quietly, go to the front entrance of the Children's Zoo. Quietly inform all staff/volunteers that you pass about what has escaped.
3. Stand by the yard's front gate and block the way of any person or animal wishing to enter or leave. Reassure visitors there is no need to panic and ask them to please stand out of the way.
4. Most petting zoo animals are unlikely to leave the general vicinity, but if they do then try to keep the escaped animal in view or determine which direction it went until animal staff arrives.
5. Follow the directions the zoo staff gives you as to how you can help further. Junior Zoo Crew will most likely be asked to help keep the area free of visitors, while the staff quickly and quietly herds the animal back into its enclosure.

Main Zoo

In the extremely rare instance that one of the other zoo animals should escape, you will be notified by the zoo staff either by radio or personally. "Code Green" indicates an escaped animal.

1. **DO NOT PANIC.** Zoo staff is trained to handle animal escapes, even large & dangerous ones.
2. If you are in an area with staff, they will direct you accordingly. **STAY CALM!**
3. If you are without staff in the Children's Zoo and it is a dangerous animal that has escaped, **CALMLY** ask everyone to come into a barn immediately. Immediately close the barn doors. Stay near the door to let others in as needed.
4. Explain what has happened and ask everyone to remain calm and quiet. Panicking will only make matters worse and could lead to guest injuries. Reassure visitors that the situation is being handled by trained staff. Everyone should remain in the barn until an "All clear" signal has been issued by staff over the radio. **STAY CALM!**

Hazardous Materials

Chemicals are a necessary tool used in zoos. Many people take cleaning products for granted without respecting the potential hazards they pose. It is very important to be aware of the hazards involved in the use, handling, storage, and disposal of any chemical. The federal government, through the Occupational Safety and Health Administration (OSHA), has issued rulings on hazard communication. These standards require manufacturers to clearly label all containers and to provide the consumer with Material Safety Data Sheets (MSDS) describing potential hazards involved with the use of the product.

Labels - It is imperative that labels on all chemical containers be read and understood PRIOR to use.

Material Safety Data Sheets - MSDS for all chemicals used in the zoo are available in the keeper break room, zoo office, and other areas within the zoo. MSDS contain information about contents/ingredients, protections and precautions, and first-aid following exposure.

Protective safety equipment is available in the work shop or gardener's shed.

Technical Support - If possible, chemicals not routinely used in the zoo will be applied by trained professionals from other departments (example: pesticides and herbicides).

Storage of Hazardous Materials

Chemicals are not to be stored on high shelves or in breakable containers. Specific storage areas have been designated for the various hazardous chemicals used at the zoo. Chemicals used by the animal staff for cleaning and disinfecting are kept on the bottom shelves in the kitchen area. Chemicals used by the grounds staff are kept in the service room of the public restroom building and inside the gardener's shed.

Chemicals are NEVER to be stored in unmarked containers. NEVER use ANY non-labelled fluid.

Disposal of Hazardous Materials

Chemicals are not to be disposed of in the garbage or down drains. Proper disposal information is included on the MSDS and/or label and should to be followed accordingly. Any substances that must be disposed of by chemical waste services will be handled by the Building Maintenance Department and will be stored in their appropriate containers and location until removed.

Biohazards

Clean up of any human fluids and deceased animals are to be handled ONLY by staff members. Staff is instructed on proper precautions with regard to hazardous biological materials during First Aid and CPR training. Biohazard clean up kits are located adjacent to first aid kits and should be used for all human biohazard clean up. A sharps container is maintained in the Animal Health Care Center for needles and other sharps. Disposal of animal remains is coordinated by the veterinary staff.

Caution is necessary to minimize the risk of zoonotic diseases. JZC must practice good personal hygiene. Use antibacterial soap after handling ANY animal and especially before eating or drinking. Using proper animal restraint techniques and equipment will minimize the risk of bites or scratches.

Radio Communication

Our zoo uses portable radio units to maintain contact between staff. These radios are assigned to certain individuals and locations on zoo grounds. All employees have a radio for daily use. JZC may be issued a radio as needed and available. There will always be one within the Children's Zoo area. Additional radios will also be kept at the veterinary hospital, gift shop, and the Habitat, for emergency purposes. These radios are not for general use and must remain at their locations. We share our radio frequency with parks, animal control, building maintenance, and planning and zoning. The city of Idaho Falls is licensed by the Federal Communications Commission (FCC), and as such must follow all applicable FCC regulations.

- Keep radio turned on at all times and make sure it is on channel 1.
- This is expensive equipment; treat it as such. Do not abuse the radio. Keep it dry and clean.
- Initiate radio calls using your Z number followed by the Z number(s) of the person(s) you are calling. Acknowledge receipt of a message. "Clear" at the end of the conversation. For example:
 - "Z2 to Z4"
 - "This is Z4"
 - (Communication)
 - "Copy. Z4 clear"
 - "Z2 clear"
- Radios are for necessary internal business only. Keep conversations to the point and as brief as possible. Use codes (use emergency codes below) when appropriate. Remember that other city departments can hear your conversations!
- Do not attempt to repair a radio yourself if you have any problems or if it malfunctions. Turn it in.
- Know and use your call number. **Junior Zoo Crew is Z23.**
- Give a person time to answer back in case they are on the phone, holding an animal, etc.
- Keep in mind that use of this equipment is regulated by the federal government.

Emergency Radio Codes

Radio codes are used to quickly relay important information to other zoo employees/JZC to alert them to possible emergency situations. As much as possible avoid giving specific details or sensitive information over the radio. **The phrase "Priority One" is to be used whenever immediate assistance is required.** These codes are intended to cover five types of emergencies. Always remember two things - **STAY CALM** and **WILD ANIMALS ARE DANGEROUS**. During an emergency your composure, or lack of it, can be heard by others over the radio and will affect their reactions to your instructions. Always follow the instructions given to you by a keeper/staff member.

Disposition: Used to report an animal has died. Notify the General Curator and/or Superintendent via radio upon discovery of a dead zoo animal. Use "priority one" if immediate assistance is needed (example: to remove a large animal from its exhibit before the public arrives).

Code Blue: Used to report an animal is injured, ill, or in distress and requires attention. Notify the Animal Care Supervisor, General Curator, Vet Tech. or the senior animal care staff member on grounds.

Identify the type of animal involved and its location. Use “**priority one**” if immediate attention is required and “vet required” if the veterinarian needs to be called in immediately.

Code Green: Used to report an animal escape. Call “all Z units, Code Green” and state the animal(s) involved, location and any other pertinent information. The senior staff member on grounds will answer and direct the response. A code green should be called any time an animal gets outside of its exhibit or holding area. When in doubt call a code green. If immediate assistance is needed broadcast "Code Green Priority One". Once a "Code Green" message has been broadcast, all unrelated radio communication shall be stopped until the animal escape emergency has been resolved.

Code Yellow: Used to report a visitor or employee is injured or ill and assistance is required. It is automatically assumed that all code yellow alerts are “priority one”. Call “all Z units, Code Yellow” and give location and brief description of situation. The senior staff member on grounds will answer, dispatch first aid equipment, and direct the response. If immediate emergency medical attention is required you may call 911 before reporting a code yellow.

Code Red: Used to alert all zoo staff of an emergency situation that requires immediate response. It is automatically assumed that all code red alerts are “priority one”. Call “all Z units, Code Red” and give the nature and location of the emergency. The senior staff member on grounds will answer and direct the response. Code red situations include:

- **Animal Attack:** A person(s) is being attacked or is in eminent danger of attack (inside an exhibit). This can refer to visitors, volunteers, JZC, and staff.
- **Fire**
- **Criminal Activity:** Assault, armed robbery, public intoxication, or any other activity that may pose a danger to zoo visitors, volunteers, JZC, staff, animals, or facilities.

Note: The codes are guidelines only. In any emergency situation the important point is to remain calm and relay your message clearly and concisely so that staff members can respond in an appropriate manner. USE COMMON SENSE. Do not overreact. The purpose of the codes is for the zoo staff to be able to react to emergencies competently without drawing unwanted/unneeded public attention while resolving the situation.

Zoo Personnel

Administration

Superintendent	David Pennock	612-8784	Z 1
Operations Manager	Linda Beard	612-8401	Z 2
General Curator	Darrell Markum	612-8419	Z 3
Registrar/Reception	Deb Jensen	612-8470	Z 11

Animal Department

Supervisor	Emily Lutz		Z 6
Seasonal/Children's Zoo			Z 33
Children's Zoo			Z 22
Keeper	Erika Alderete		Z 4
Keeper	Amy Tracy		Z 5
Keeper	Aaron Young		Z 7
Keeper	Dallas LaDucer		Z 8
Keeper	Kenzie Buie		Z 9
Keeper	Ashley Cram		Z 10
Education Keeper	Natalie Stier		Z 32

Veterinary Services

Veterinarian	Dr. Rhonda Aliah		Z 20
Vet Tech	Alison Holderman		Z 21

Education Department

Education Curator	Sunny Katseanes	612-8418	Z 16
Interpretive Educator	Jenna Takacs	612-8453	Z 17
Volunteer Coordinator	Megan Donovan	612-8453	Z 18
Education Assistant:		612-8453	Z 19
Junior Zoo Crew			Z 23

Gift Shop/Guest Services

Manager	Mary Leigh	612-8420	Z 27
Cashier	Katie Savage	612-8422	Z 28
Cashier	Nathan Pollard	612-8422	Z 29
Cashier	April Stevens	612-8422	Z 29
Cashier	Gus (Aaron) Cecil	612-8422	Z 29
Cashier	Liz Evans	612-8422	Z 29

Grounds/Facilities Department

Supervisor	Tim McCammon	612-8424	Z 12
Assistant	Braxton Covington		Z 13
Gardener	David Rose		Z 14
Janitor			Z 15

Other

Kookaburra Kafe	Toni & Jim Lee		Z 30
Membership Coordinator	Laurie Gravatt	612-8421	Z 31
Volunteers			Z 24