Zoo Teen Handbook

Welcome to Binder Park Zoo!

Thank you for participating in the Zoo Teen program at Binder Park Zoo. Our Zoo Teen program participants are vitally important to the mission of the zoo. Informing people about wild animals and the conservation issues each species faces is one of the best ways to protect the bio-diversity of our planet. Through your efforts, Binder Park Zoo guests become more sensitive to the world in which they live and are therefore better prepared to make informed decisions about the issues they encounter.

Purpose
This handbook has been designed to acquaint you with Binder Park Zoo and the Zoo Teen program. It is a ready reference to answer many of your questions regarding your involvement and responsibilities. The information presented is intended to help you in determining what you can expect from us, as well as what we expect from you.

As an overall view of Binder Park Zoo’s policies, this handbook does not necessarily represent all such policies in force. Binder Park Zoo, at its discretion, may make changes, additions, and deletions to this handbook. If you have any questions regarding the information or topics contained herein, please direct them to the Volunteer and Communications Coordinator or the Zoo Teen Coordinators.

Binder Park Zoo is accredited by the Association of Zoos and Aquariums

Our Mission


Connect people with Nature.
Inspire them to Conserve.
General Zoo Information

Telephone Numbers
Binder Park Zoo main line (269) 979-1351; fax (269) 979-8834; Security Coordinator (269) 209-4683

Website
The Binder Park Zoo website is www.binderparkzoo.org. The website contains information regarding programs, animals, visitor information, events and more.

The Wilderness Tram
The Wilderness Tram to Wild Africa is included in the price of admission.

The ZO&O Railroad
The ZO&O Railroad does not go to Wild Africa. It makes a circle through the woods and returns to the station. The cost is $3 per person.

Conservation Carousel
Children less than 42-inches in height may ride for free but must have one paying adult standing with them. The cost is $3 per person.

Restaurants
Beulah’s Restaurant is located in the East Zoo. Kalahari Kitchen is located in Wild Africa. Brass Ring, a concession stand is located in the Carousel building. Guests may bring bottled water, but no other food or drink is permitted.

Binder Park Zoo Statement of Confidentiality and Organizational Ethics
Zoo Teens are an integral part of Binder Park Zoo and they should take pride in their role. Binder Park Zoo has established a set of principles that Zoo Teens are expected to follow while representing Binder Park Zoo.

♦ Zoo Teens shall be courteous, friendly, and helpful to zoo staff, volunteers, and guests at all times.

♦ Zoo Teens shall endeavor to answer all questions of zoo guests in a truthful manner. If you don’t know the answer say, “I don’t know but will be happy to find out for you” – then do so.

♦ Zoo Teens are expected to be on time for shifts. You should notify the Zoo Teen Coordinator as soon as you know you cannot attend the day you signed up for.

♦ Zoo Teens shall not engage in any activity or personal conduct that will reflect poorly on Binder Park Zoo or the Zoo Teen program. Zoo Teens shall be mindful of where the Zoo Teen uniform is worn when off duty.

♦ Zoo Teens shall abide by the established dress code for the program, as stated later in this manual.

♦ Zoo Teens may not smoke or vape while on Binder Park Zoo grounds including parking lots and picnic areas.

♦ Zoo Teens will not be under the influence of drugs or alcohol while on duty and are expected to exhibit a high moral standard at all times.

♦ Zoo Teens will not use profanity at any time while on Binder Park Zoo grounds.

♦ Zoo Teens shall obey all posted and established zoo safety rules and speed limits.

♦ Zoo Teens shall not go into any unauthorized areas unless accompanied by appropriate zoo staff.

♦ Zoo Teens will abide by all animal related policies set by Binder Park Zoo.

Zoo Teen Appearance Policy

Introduction
The first impression our guests have of Binder Park Zoo is the one that our employees and zoo volunteers present to them. That’s why your appearance and behavior are very important. Your posture, gestures, facial expressions, manner, attitude, grooming habits, and overall appearance combine to create an image that can communicate to our guests the warmth, friendliness, and professional attention that we want them to feel. That’s why it is important that you observe the following standards during your shifts.
Appropriate attire
Zoo Teens without proper uniform attire will be sent home. No yoga pants, stretch pants, sweat pants, or exercise-type pants. No baggy pants or low-riders. No blue jeans. Pants or shorts must be free of embellishments such as studs, glitter, unique stitching, etc. Cargo pants are allowed as long as they sit at the natural waist and are not baggy. Pants and shorts must be in excellent condition and free of holes. Shorts must be Bermuda or knee length. Capris are not considered pants or shorts and are not permitted as part of the uniform. No open toed shoes. Those wearing flip-flops or sandals will be sent home.

Uniform requirements
- A clean Zoo Teen uniform and name badge is required when on duty.
- Pants must properly fit; either black or khaki.
- Shorts must properly fit; either khaki, or black and must be at least finger tip in length.
- Neutral color shoe/boots must be worn; shoes will get wet and dirty. Zoo Teens may wear muck boots.
- Uniform shirts must be tucked in.
- Pants must have belt loops and worn with a black or brown belt.
- Baseball and wide-brim hats may be worn. Please make sure hats are one color and don’t have any large graphics or writing on them.
- Sunglasses are allowed. Please take off sunglasses before speaking to guests.
- Dress for the weather; be prepared for all types of weather at all times including bringing sunscreen, bug spray, and a water bottle. There are refillable bottle stations in the zoo office, the CDC, Carousel, Kalahari Kitchen, and Zamani School.

Hair & Hairstyling
Hair must be maintained in a neat and natural style. Extremes in hairstyling are unacceptable. Shaving designs, words, etc. into hair is unacceptable, as is the shaving of eyebrows. Hair color must be of a natural color.

Fingernails
Nail polish patterns, stickers or other accessories are not allowed.

Fragrance Products & Deodorants
Because we work with guests, staff and fellow volunteers, the use of deodorant or antiperspirant is required. Please do not use heavy or strong scents or fragrances.

Jewelry
When working directly with zoo guests, class rings, small rings, wedding rings and watches are permitted, unless otherwise directed by your supervisor. If necklaces are worn, they may not hang outside the shirt. Brooches, pins, and ankle bracelets are not allowed. Medical alert necklaces, bracelets, or ankle bracelets will be permitted.

Earrings and Other Body Piercing Jewelry
Earrings are allowed but no other ‘visible’ body piercing jewelry is permitted.

Eating and Gum Chewing
All Zoo Teens are expected to assume a professional attitude while representing Binder Park Zoo. This includes when wearing the zoo uniform and name badge. Please do not eat or chew gum while on duty.

Please refrain from eating in public areas. You may eat while taking a break in the restaurant, the picnic areas, or in the office break room. Be sure you clean up after yourself.

Zoo Teen Rules & Regulations

Supervision
Zoo Teens shall remain in their assigned area with zoo staff for their entire shift. The only time they may be alone is walking to and from a bathroom or lunch break.

Personal guests and family members
Family members and friends of Zoo Teens are prohibited in non-public areas. Please do not have family and friends visit with you during a shift. You are encouraged to bring your family and friends when you are not scheduled.

Breaks
Anyone working two shifts in a day will need to take an hour lunch break in between.
Lockers
Lockers are available for your use while on duty. Ask the receptionist for a key. Keys are for a one-day use and must be returned at the end of your shift. There is a $5.00 fee for lost or keys not returned.

Cell Phones
Zoo Teens should not use cell phones during shifts. You may carry a cell phone for emergency contact with parents or guardians. Please keep phones on vibrate or silent. Binder Park Zoo is not responsible for lost cell phones.

Music
No unauthorized music sources are allowed on zoo grounds, which include any buildings, public parking areas. Do not bring portable entertainment sources when you are on duty.

Answering Questions
You will never know all the answers, nor are you expected to. You are expected to answer every question to the best of your ability – politely and honestly. If you don’t know the answer state “I don’t know but I will be happy to find out for you.” If someone is not available to assist you in answering the question, write the question down along with the person’s name and phone number. Someone will be in contact with them. Questions regarding operations should be directed to supervisory personnel.

Sexual harassment
Binder Park Zoo Teens deserve a safe working environment, free of harassment. Binder Park Zoo’s policy prohibits any type of degrading, insulting, or exploitive actions, words, comments, or treatment based on gender, race, ethnicity, age, religion, sexual orientation, height, weight, gender identity or other legally protected characteristic on the part of any employee or volunteer. Forbidden conduct includes anything that creates an intimidating, hostile, or offensive atmosphere.

If any volunteer believes that s/he has been subjected to any form of harassment, sexual or otherwise, by another volunteer, zoo employee, zoo guest, or a participant in any zoo related event, s/he should report this to the Animal Care staff, Education staff, Zoo Teen Coordinators, a Security Coordinator, or the President and CEO, immediately. A prompt investigation will be conducted.

Litter
It is your responsibility to make every effort to keep Binder Park Zoo grounds clean. If you see litter on the ground or on the walkway, you are required to pick it up and dispose of it.

Unauthorized Disclosure
At no time are you permitted to share behind the scenes photos or videos on social media or other public sites. If the zoo has any new animals or services, you are not permitted to discuss them until they’ve been announced by the zoo first. (i.e. if it’s not posted on our Facebook page or found in an internet search it’s most likely not public yet, always ask the receptionist if you are unsure.) You may not respond to requests from newspapers, radio or TV stations, or Social Media platforms about any matter related to Binder Park Zoo.

Criminal Proceedings
Indictment or arrest for any felony will subject you to immediate suspension from the Zoo Teen program. Conviction of a felony will subject you to immediate discharge from the Zoo Teen program. Any volunteer must notify the zoo and the Zoo Teen Coordinator of any conviction or investigation for violation of wildlife regulations enacted by any of the various state or any agency of the U.S. government or those of any foreign nation.

Immediate Discharge from the Zoo Teen Program: If you commit any of the acts in this section you will be subject to immediate dismissal from the Zoo Teen program.
1. Deliberate mistreatment of wild or captive animals. This includes any unauthorized handling of animals.
2. Stealing.
3. Intentionally destroying or intentionally mutilating zoo, employee, volunteer, or guest property.
4. Falsifying records or presenting fraudulent documents or claims.

Warning to discharge from the Zoo Teen Program: If you commit any the acts in this section you may be subject to disciplinary action up to and including dismissal from the Zoo Teen program.
1. Rudeness to public, other volunteers or Binder Park Zoo staff while on duty or wearing clothing or nametag identifying you as a Binder Park Zoo Teen.
2. Refusing to wear or use required safety clothing or equipment.
3. Carrying, bringing onto park premises, or possessing a weapon.
4. Fighting or inciting a fight.
5. Acting immorally or indecently.
6. Disregarding safety or operating instructions, unauthorized or careless operating of machinery or equipment. This includes the misuse of bio-facts or other program related materials.
7. Improper treatment of captive or wild animals.
8. Mistreatment or attempted theft of zoo/park/staff/or other volunteers’ property.
9. Failing to promptly report personal injury that occurred while on duty.
11. Failing to observe traffic rules.
12. Unauthorized soliciting or posting of written matter on the park premises without prior authorization.
13. Entering any animal area without authorization.
14. Using tobacco products or e-cigs in any area of the zoo grounds. This includes all buildings, the parking lots and picnic areas.
15. Discriminating or harassing on the basis of race, color, national origin, age, sex, sexual orientation, gender identity, religious affiliation, weight, height, or disability.

Emergency Procedures

Emergency or Injury
In the event that an emergency occurs, which is reported to or witnessed by the Zoo Teen, the Zoo Teen is expected to act in the following manner:

♦ Remian calm
♦ Alert an adult staff member or the Security Coordinator. It is suggested that Zoo Teens to program the important zoo contact numbers into their cell phones. Teens may also go to the front entrance, the restaurants, the gift shops, the Wilderness Trams, Conservation Carousel, or Cross Administration Building, and find a staff person with a radio. If the Zoo Teen judges it prudent to remain on the scene, or if he or she is incapacitated, it is permissible to enlist the aid of an adult zoo guest. Tell the guest where to go for assistance. Zoo staff will know how to handle the situation from this point.

First Aid
The restaurants, gift shops, carousel, and Cross Administration Building contain first aid kits. First aid is the responsibility of the zoo guests or staff, not the Zoo Teen. Several zoo staff members are CPR and first aid trained.

Lost Individuals
Lost children or lost parents should be immediately taken to the nearest staff person with a radio or contact the Security Coordinator.

Emergency weather
Zoo Teens MUST take shelter in the event of a severe thunderstorm warning. It may be necessary to end or cancel Zoo Teen shifts due to severe weather.

EAST ZOO Emergency Shelter Locations
Office hallway behind the receptionist’s desk, Office locker room, Kendall restrooms, Picnic area restrooms, Veterinary hospital, Beulah’s food prep room, Basement of the Conservation Discovery Center, Prep-room of the Conservation Discovery Center, Carousel, Dogwood Room in Miller Children’s Zoo

WILD AFRICA Emergency Shelter Locations
Zawadi Traders gift shop, Village restrooms, Research Camp restrooms, Kalahari Kitchen’s food prep room, Almasi gold mine, Zamani School basement

Program emergencies
In case of injury to a program participant, the education staff person is solely in charge.

In case of injury to the education staff person, immediately contact the Security Coordinator. Attend to the program guests while awaiting the arrival or instruction from Binder Park Zoo personnel.

In case of injury to yourself, your personal insurance company is responsible for your injuries unless otherwise stated in writing by the Chief Financial Officer or the President and CEO of Binder Park Zoo. All injuries should be reported to the Zoo Teen Coordinator and the Security Coordinator the same day they occur.
General information
Report all injuries and other emergency situations, regardless of the severity. Animal related incidents must be reported to the person responsible for animals in education or animal care.

Safety and emergency procedures specifically pertaining to animal handling and animal exhibits will be strictly enforced. Violations of these policies and/or procedures by a Zoo Teen can result in loss of animal related Zoo Teen assignments.

Zoo Teens acting in an unsafe manner, depending on the severity of the incident may be suspended or terminated without refund of participation fee.

Animal Related Policies and Procedures

Animal escape policy
In the event of an animal escape, remain calm, keep the animal in sight, keep guests away from the animal, and call the Security Coordinator, or locate a zoo staff member immediately.

Please note: Peafowl have free range of the zoo and are able to access the parking lot if they choose to do so.

Animal Care staff are responsible for capturing all escaped animals. Non-animal care staff members including volunteers may be asked to help by keeping visitors away from the area. Everyone’s cooperation is essential for the well being of the animal and zoo guests. DO NOT ATTEMPT TO CAPTURE ANY ANIMAL.

Animal service areas
Animal service areas are not to be entered or used by anyone other than trained animal care staff. Zoo Teens entering these areas must be accompanied by authorized animal care personnel.

Process for Reporting Animal Care and Welfare Concerns
Animal welfare is always of the highest priority at Binder Park Zoo. If a Zoo Teen identifies an animal welfare issue/concern, notify the Zoo Teen Coordinator.

Animal Safety
Your first concern is the safety and well-being of yourself, the guests, the animals, and zoo property – in this order. Animals on programs or on exhibit may not be fed any items that are not sold, prescribed, approved by and/or given by animal care staff. For all programs the education staff person is responsible for the animals at all times.

Animals are never to be held by non-trained zoo staff, zoo guests, or program participants. Any action contrary to this rule will be grounds for immediate dismissal from the program.

In case of articles dropped into exhibits by zoo guests, notify any staff person with a radio.

IF YOU ARE NOT 100% POSITIVE OF ANY PROCEDURE – STOP & ASK.

Customer Service & Conflict Resolution

Along with the Zoo Teen uniform you should be wearing a smile. It is extremely important that you do your very best to offer positive interactions with zoo guests, staff, and volunteers during the program. You should always be near other staff members and ask for help when a guest approaches you with a question or situation you are not trained to handle. Non-emergent incidents reported to you should be reported to the Zoo Teen Coordinator at the end of your shift. You may be asked to provide written documentation in some cases.

Complaints
Sometimes guests need to air frustrations to someone that will listen. Be patient and listen to their concern. Always reply, “I am very sorry you had that experience, I will get someone to help you,” then find someone immediately.

Guest misconduct
Minor incidents (tapping on glass, etc…) should be addressed with sensitivity. Behavior that endangers a guest or an animal must be dealt with immediately. Do not at any time put yourself in danger, call the Security Coordinator for assistance, or find a staff person with a radio.

In case of any of the following situations, get help immediately. Do not attempt to handle these situations yourself.
♦ A guest that is being disruptive or abusive because of drugs or alcohol
♦ Guests with a weapon or who is fighting, or a guest that threatens you or another guest
♦ A guest who is mistreating animals or destroying zoo or personal property
**Zoo Rules and Policies**

The following rules apply to staff, volunteers and guests in order to protect the animals. If you see guests breaking any of these rules ask a staff member for assistance to inform the guest they are in violation of zoo policies.

**Guests May Not:**

1. Bring pets or other animals into the zoo, unless they are an approved service animal. On warmer days the heat is dangerous to a pet left in a car, even with open windows. Animals left in automobiles should be reported to the zoo office immediately (269) 979-1351.
2. Tease, molest, injure, or frighten any animal, throw or retrieve anything, into or from any animal enclosure.
3. Feed zoo animals except at designated areas with feed provided by the zoo staff.
4. Enter or leave the zoo except at established entrances or exits.
5. Wade in any streams, pools, ponds, or fountains.
6. Hunt, fish or collect any form of animal life or vegetation in the zoo.
7. Roller-skate, skateboard, ride a bicycle, or any other vehicle, or to play any form of ball or flying disc within the zoo perimeter fence.
8. Post, attach, or inscribe any handbill, poster, card, or device in the park or its periphery without permission.
9. Bring into the zoo firearms, slingshots, bows and arrows, fireworks, BB guns, squirt guns, peashooters, paint guns or any other weapon, propellant, or explosive.
10. Engage in disorderly or indecent conduct; to use threatening, obscene or profane language.
11. Engage in any acts or demeanor calculated or tending to mar or disturb the feelings of guests.
12. Parade, exhibit, or distribute any advertisement, circular or handbill without permission.
13. To be on or near the railroad tracks at places other than crossings or to place any object on the tracks.
14. Sell any item or operate a concession in the zoo without permission.
15. Bring into Binder Park Zoo any balloons, food or beverages including coolers, alcoholic beverages, and glass bottles or containers. Exceptions can be made for baby formula, baby food, etc.
16. Climb or lean upon any wall, fence, shelter, bench, table or other structure.
17. Smoke anywhere in the zoo this includes e-cigarettes and marijuana.

**Most Commonly Asked Questions by Zoo Guests**

While on duty you are readily identifiable by the uniform you are wearing. Guests may assume you know the answers to the questions they ask. Below are a few questions that you may help with during your shift.

1) **Where is the bathroom?**
   a) There are multiple bathrooms throughout the park for guest use including the CDC, Kendall Building, Carousel, Cross Administration Building, African Village, African Ranger Station

2) **Where is the exit?**
   a) The zoo exit is located just south of the zoo entrance.

3) **Where is the gift shop?**
   a) Safari Gift Shop is located at the zoo exit, and Zawadi Traders is in the African Village.

4) **Where are the restaurants?**
   a) Beulah’s (East side) and Kalahari Kitchen (African Village), Concession stand; Brass Ring (Carousel).

5) **What time does the zoo open/close?**
   a) The zoo is open daily from May 1st – October 30th, 2022. After Labor Day, the zoo hours are 10-4. From May 1- Labor Day is Mon-Fri 9-5, Sat 9-6 and Sun 11-6.

6) **Can I use a phone?**
   a) If a guest needs to use the phone, please direct them to the zoo office.

7) **What do you have new this year at the zoo?**
   a) “Like” Binder Park Zoo on Facebook and Instagram to keep up with the latest news. Sign up for E-Newsletters.

8) **Where is the Wilderness Tram to Wild Africa and how much does it cost to ride?**
   a) The Wilderness Tram is located past the carousel on the avenue of flags. The tram is included in admission.

9) **Where is the Z.O.& O. Railroad or Carousel and how much does it cost to ride?**
   a) The Z.O.& O. Railroad is located near the Miller Children’s Zoo on the East side of the zoo. It is $3 per person to ride and makes a loop through the woods. The Carousel is also $3 per person to ride.

10) **Where can I purchase a membership?**
    a) Membership purchases can be made on our website, the zoo office, or zoo entrance during zoo open hours.
Return this portion at the orientation

I have read and understand the Binder Park Zoo Teen Handbook, and agree to abide by the rules listed therein.

I understand that violation of these policies will be taken very seriously and may result in disciplinary action, up to, and including possible termination from the program.

____________________________        ________________
Teen Volunteer Signature          Date

____________________________
Print Name

____________________________        ________________
Parent/guardian Signature         Date

____________________________
Print Name