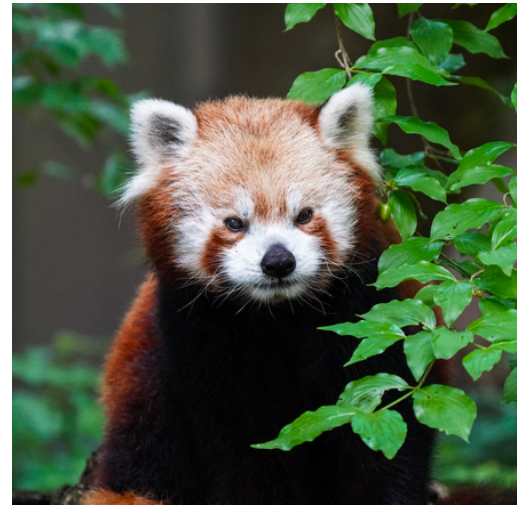




2025 Volunteer Handbook

Binder Park Zoo

7400 Division Drive

Battle Creek, MI 49014

Main Office: (269) 979-1351

Volunteer Coordinator: (269) 263-6503

Volunteer Coordinator: sfick@binderparkzoo.org

Website- www.binderparkzoo.org

Welcome!



Thank you for choosing Binder Park Zoo

Volunteers play a vital role in supporting the mission of Binder Park Zoo. Without your dedication and hard work, the zoo would not be able to reach and educate the thousands of children and adults that visit each year. By sharing knowledge about wild animals and the conservation challenges they face, you help raise awareness and inspire action to protect those species and their habitats.

Your presence is truly appreciated and thank you once again for sharing the most valuable resource you have -- your time!

Vision & Mission

Vision: Turning apathy into empathy and compassion into action.

Mission: Connect. Inspire. Conserve. Connect people with nature. Inspire them to conserve.

Purpose of the Handbook

This handbook outlines what you can expect from us and what we expect from you as a dedicated volunteer. It provides a broad overview of the zoo's policies; however, it may not cover every specific policy we have in place. Binder Park Zoo reserves the right to make updates, changes, or additions to this handbook at its discretion.

If you have any questions about the contents or need further clarification on any topics, please don't hesitate to reach out to the Volunteer Coordinator or their representative. We're here to help you in every step of the way.

Binder Park Zoo Main Office(269) 979-1351
Security Coordinator.....(269) 209-4683
Volunteer Coordinator Office.....(269) 263-6503

Nondiscrimination Policy

Binder Park Zoo offers volunteer opportunities, education programs, and services without regard to race, color, religion, national origin, disability, age, height, weight, marital status, gender, sexual orientation, or gender identity.

Funding

Binder Park Zoo is a private non-profit organization. Binder Park Zoo operations are funded by generous donations, memberships, gate receipts, gift shop sales, restaurant sales, train and carousel ride tickets, feed machines and education programs. Specialized grants are also received throughout the year to continue our conservation efforts.

Why Do Zoos Exist?

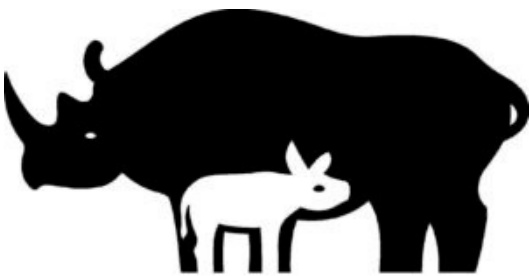
Animal habitats around the world are rapidly disappearing, and in many cases, zoos and sanctuaries have become the last refuge for endangered species. These institutions not only offer people the opportunity to experience wildlife up close but also provide a safe haven for animals, helping to ensure their survival. Zoos have pioneered numerous breeding programs that focus on endangered species, working to rebuild populations and secure a future for animals that might otherwise vanish. By educating the public about conservation, they inspire support for preserving the natural world and its precious biodiversity.

Animal care has significantly advanced over the past 50 years. Today, it's guided by detailed records of animals' diets, behaviors, and habitats. This information has improved animal husbandry, allowing for more tailored care and environments that better replicate their natural habitats. As a result, animals thrive in human care, with better health and increased reproductive success.

Association of Zoos & Aquariums -- Species Survival Plan -- SAFE

**ASSOCIATION
OF ZOOS &
AQUARIUMS**

Binder Park Zoo is accredited by the Association of Zoos and Aquariums. This means that we hold ourselves to a higher standard than zoos who are not accredited. Fewer than 10% of the approximate 2,4000 animal exhibitors licensed by the U.S. Dept. of Agriculture are AZA accredited.



Species Survival Plan®

Species Survival Plans (SSP) are what zoos use to map out animal breeding and births to ensure good genetic health and valuable populations of threatened species. This includes animals from least concerned to critically endangered.

SAFE®
**SAVING ANIMALS
FROM EXTINCTION**

SAFE: Saving Animals from Extinction is the collective expertise within AZA-accredited establishments and their audience to save species. It is a framework to protect threatened animals, builds on recovery plans, implements conservation and measures and reports progress. Species at BPZ include the African Painted Dog, Mexican Gray Wolf, Red Panda, African Lion, Cheetah, and Reticulated Giraffe.

Binder Park Zoo Operations

Season and Hours

May 1, 2025 – October 26, 2025 (we do not close for holidays)

May 1 – September 1, 2025

Monday – Friday: 9am – 5pm

Saturday: 9am – 6pm

Sunday: 10am – 6pm

Wild Africa does begin closing 30 minutes before the rest of the zoo.

September 2 – October 26, 2025

Monday – Friday: 9am – 4pm

Saturday/Sunday: 10am – 4pm

WILD WEDNESDAYS in July: 9am–8pm

Fun, live music in Wild Africa with extended hours and opportunities in the zoo.

Admission Prices

Adults (11+) – \$18.75

Seniors (65+) – \$16.75

Children (2–10) – \$15.75

Children under 2 – Free

Military with military ID – 50% off admission (only ID holder)

AAA members (valid card) – 10% off admission

Reciprocal AZA Zoos (valid card and ID) – 50% off admission

Parking: \$3.50 per car (nonmembers) or free for members

Amenities

Double Wagons: \$8.00 (first come first serve)

Push Wheelchair \$7.00 (first come first serve)

Motorized Scooter: \$30 deposit **and** \$30 rental fee (deposit is returned when scooter is)

Scooters may be reserved in advance by calling the zoo receptionist at (269) 979-1351

Experiences



The Z.O.&O. Railroad (East Zoo)

\$3.50 per person (ages 2+)

the Z.O.&O. Railroad does not go to Wild Africa. It takes a magical ride through the scenic woods and returns to area where it takes off. (weather dependent)



The Binda Conservation Carousel (East Zoo)

\$3.50 per person (dependent on height)

Take a ride on one of over 36 beautifully hand-carved animals and stationary seats. Themed horses such as U of M, MSU or WMU are made specifically for the area. The carousel is located in an enclosed building and runs rain/shine and even during winter special events.



Charles & Lynn Zhang – Skylark Ridge (East Zoo – near Carousel)

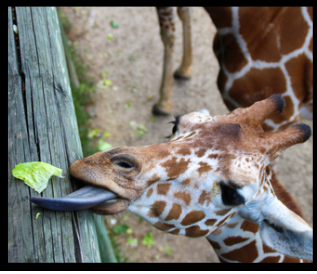
\$15.99 – over 48 inches

\$6.99 – under 48 inches (Little Larks)

Our amazing ropes course and zip line adventure where zoo-goers can awaken their inner explorer in a “high-flying” experience.

Important rules/regulations can be found at binderparkzoo.org/skylark-ridge

Experiences – cont.



Twiga Overlook – Giraffe Feeding Deck (Wild Africa)

\$2.00 – one lettuce snack

\$9.00 – five lettuce snacks

Phenomenal opportunity to meet and feed giraffes in Wild Africa. No outside lettuce may be used as all lettuce is prepared by our animal care staff to BPZ standards.



Facepainting (location TBD)

\$6.50

Our very talented artists are ready to paint some amazing faces on any guest!



Wilderness Tram

Included in the price of admission, this zebra themed truck and tram cars take guests to and from Wild Africa. It leaves from the International Depot (East Side) and the Village (Wild Africa) about every 15 minutes.



Zoorassic Park

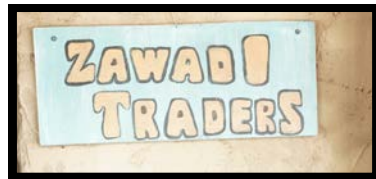
Binder Park Zoo's very own dinosaur park! Filled with wonderful statues of dinosaurs and a small play area for littles, this is a fantastic stop for any dinosaur lover!

Gift Shops/Souvenir Shops/Extras



Safari Gift Shop – East Side

Located near the exit of Binder Park Zoo, this place has everything needed to commemorate a magical day at Binder Park Zoo. This includes clothing, toys and more.



Safari Gift Shop – Wild Africa Village

Located in the Wild Africa Village this spot has some amazing and unique African themed gifts along with the traditional souvenirs such as clothing, toys and more.

Lion Gift Cart – Lions Area

Located next to the lions, about halfway through the Wild African trail, this kiosk area has drinks, stuffed animals and a few snacks.

Binder Park Zoo Mine

Guests can pan for precious gemstones and amazing fossils at this mine located within Zoorassic Park.

****Volunteer Perk****

As a volunteer you will receive 10% off any purchases at the gift shops.

Restaurants/Food



Beulah's Restaurant

Beulah's is located on the east side of the zoo between the Snow Leopard Lawn and Zoorassic Park. This location includes grab and go items such as sandwiches, salads, mozzarella sticks, pizza, chicken bites, beverages and more. (menu subject to change)



Kalahari Kitchen

Kalahari Kitchen (KK) is located in the village of Wild Africa as you get on/off the tram. This location boasts more sit and eat options such as burgers, chicken, fries, hot dogs, quesadillas, soft serve ice cream, beverages and more. (menu subject to change)



Brass Ring

Brass Ring is located inside of the Carousel building. Ice cream, slushies, pretzels, light snacks and beverages can be found here. (menu subject to change)

Vending Machines

There are Pepsi vending machines located through-out the zoo. If a guest has an issue with a machine, have them call the number posted on the machine.

There is also Pepsi vending machine inside of the Cross Administration Building in the break room for volunteer and staff use.

Outside Food

You may bring a lunch and/or snacks and keep them in the break room fridge or in a secure location near your assignment (if available). Taking a refillable water bottle with you out on zoo grounds is highly recommended as there are many stations to refill them.

Guests are **not** allowed to bring outside food/drink into the zoo. Pre-registered school groups must leave their lunches on the bus or in their cars. Guests may exit the zoo for lunch and return at their leisure. They will need to show wristbands to entrance staff upon returning or have a receipt for the current day.

Picnic Pavilions

Picnic pavilions are located adjacent to the parking lot and are available to rent. If reserved, a sign will be placed on pavilion the morning of rental. Reserved pavilions may not be used by any other guests. Guest inquiring about renting a pavilion for a large group should be directed to the zoo office. There are two pavilions that seat about 500 people and two pavilions that seat 120. If no pavilions are rented for the day, it is a first come first serve basis to use them for lunch.

****Volunteer Perk****

As a volunteer you will receive 50% of menus at our restaurants and free fountain drinks. This is **ONLY** valid during active volunteer shifts.

Memberships

A zoo membership is a great way to support the zoo and receive discounts on selected educational programs and 10% off in the gift shop. Our memberships are reciprocated at many other zoos and aquariums across the country for a discounted admission, up to 50% at most reciprocal zoos.

Regular admission costs can be used towards the purchase of a membership if a guest chooses to purchase one. However, this only applies for the same day the regular admission is purchased, and they must show a receipt.

Types of Memberships & Prices

Individual (1 named adult)	\$80.00
Dual (2 named adults in same household)	\$115.00
Family (2 named adults & all children under 18 living in same household)	\$135.00
Grandparent (2 named grandparents in same house & all grands under 18)	\$135.00
Keeper's Club (family/grandparent privileges + 2 adult one-day passes & tote)	\$200.00
Curator's Club (family/grandparent privileges + 3 adult one-day passes & tote)	\$300.00
Director's Club (family/grandparent privileges, bring a guest with you every time you visit, and a Binder Park Zoo tote bag)	\$550.00

Add-ons

\$35.00 - Caregiver - Only available on select memberships, this allows for one named caregiver to be added to a membership. Only one caregiver & one name can be on this portion. Names typically cannot be changed through the duration of the membership

\$35.00 - Add a Guest - This feature allows you to bring 1 additional person with you each time you visit (does not need to be named). You can add up to 4 additional guests (1=\$35.00, 2=\$70.00, 3=\$105, 4=\$140).

\$35.00 - Ride Pass - A card that gets you 12 rides for the price of 10. These are good for use at train or carousel

****Volunteer Perk****

Once you hit **50 hours** as documented in Volgistics and verified by volunteer coordinator, you are eligible for a FREE membership to Binder Park Zoo in recognition of all the hard work you do. These hours must be earned yearly from January 1 - December 31.

The types of memberships available for you to choose from are

Individual

Dual

Family

Grandparent

You may purchase a caregiver or add a guest to enhance your membership, but you must purchase these on your own, they are not part of your free membership.

You may also gift your membership to another person.

Volunteer Values



Information on Being a Volunteer

Assignments and Activities

Volunteers will need to sign up for a program called Volgisitics via the website or mobile device for any assignment (unless specified in the program). If you find you are available on a day and there are no open assignments, reach out to the Volunteer Coordinator to see if there are any openings for you to volunteer.

To sign in, you will need an e-mail and password. You will soon be assigned a four-digit code to sign in/out using the volunteer computer or a specialized QR code.

There is no requirement/commitment at this time to remain an active volunteer. We suggest at least 4 hours a month, or 24 hours during the open season.

Volunteer shifts are flexible depending on your schedule. Shifts may be as short as two hours or as long as a full day and is dependent upon the area in which you sign up or are placed. The Volunteer Coordinator will not always be on zoo grounds, but you will become familiar with supervisors through-out the zoo whom you can contact for any needs.

The Volunteer Coordinator will assume that you will be on duty on the day and time you chose unless you notify the Volunteer Coordinator and let her know otherwise. You can call and leave a message at 269-263-6503 or e-mail sfick@binderparkzoo.org.

If there is a task that you do not wish to perform, or are physically unable to perform, notify the Volunteer Coordinator. Also, under special circumstances, we may request your assistance in other areas. The Volunteer Coordinator may also call volunteers and ask their availability to perform tasks that are not a regular part of Volgistics or their normal tasks such as special projects or events.

In case of inclement weather or if there are any other circumstances that may affect volunteering, please contact the Volunteer Coordinator at (269) 263-6503 to check the status of your shift or contact the zoo office to notify the supervisor of the department you are volunteering for if you will not be volunteering that day.

Volunteering for Various Departments

There are many areas to volunteer at Binder Park Zoo. Acceptance into other departments is at the discretion of the supervisor(s) of those departments. All rules in that area are expected to be followed by the volunteer. Failure to comply with set rules will result in the loss of volunteer privileges in that area. Specific departments may also require additional interviews/training before volunteer services can begin.

Leave of absence/resigning from the volunteer program or dismissal

Volunteers are free to terminate their relationship with Binder Park Zoo at any time for any reason, and Binder Park Zoo retains that same right. You may resign from the volunteer program by stating in writing to the Volunteer Coordinator of your intent with the date of resignation. Volunteers who have not communicated with the Volunteer Coordinator in 12 months will be removed from the volunteer roster.

Communication

The Volunteer Coordinator will be in contact with all active volunteers via e-mail about upcoming events and volunteer opportunities. Please make sure an updated e-mail is always on file for this purpose.

Communication with the Volunteer Coordinator is always welcome. Phone calls may be directed to (269) 263-6503 or you may e-mail at sfick@binderparkzoo.org. Our door is always open to our office as well if you need to communicate in any way.

BPZ Statement of Confidentiality and Organizational Ethics

Volunteers are a proud and integral part of Binder Park Zoo. To reflect this professional pride, Binder Park Zoo has established a set of principles that all volunteers are expected to follow while representing Binder Park Zoo.

- Volunteers shall be courteous, friendly and helpful to zoo guests, staff and coworkers at all times.
- Volunteers should endeavor to answer all questions of zoo guests in a truthful manner. If you don't know the answer, then say "I don't know but will be happy to find out for you" - then do so. If you can collect a guest's name, phone number and/or e-mail, we can make sure someone is able to follow up with the guest to answer their question or provide additional information.
- Volunteers are expected to be on time for tasks they have agreed to perform. In situations of unforeseeable cancelations, please notify the Volunteer Coordinator or department supervisor.
- While on duty, volunteers shall not engage in any activity or personal conduct that will reflect poorly on Binder Park Zoo or the volunteer program.
- Volunteers shall abide by the established dress code for the program while volunteering and be mindful of where the volunteer uniform is worn when off duty.
- Volunteers may not smoke, vape, chew tobacco/gum or eat except in approved areas. Smoking is only allowed outside zoo grounds in the parking lot at your vehicles.
- Volunteers will not be under the influence of drugs or alcohol prior to working or while on duty and are expected to exhibit a high moral standard at all times. If found to be under the influence of illegal drugs/alcohol, you will be dismissed from the program immediately.
- Volunteers will refrain from the use of profanity at any time while on zoo grounds.
- Volunteers shall obey all posted and established zoo safety rules and speed limits. They will also abide by all animal related policies set by Binder Park Zoo.
- Volunteers shall not go into any unauthorized areas unless accompanied by appropriate zoo staff.
- While representing Binder Park Zoo, volunteers are encouraged to answer that wild animals should not be pets if asked, regardless of their own personal feelings.
- Volunteers shall not discuss any business of Binder Park Zoo with any member of the media unless authorized by the President and CEO or her designee.
- Volunteers may be given information that is not yet available to share with the general public. Volunteer updates are confidential and used as way for the zoo to keep you informed. we trust our volunteers to keep this information to themselves until press releases are published.
- Volunteers are recommended to have a Tdap vaccine.

Code of Conduct

Binder Park zoo is committed to providing an environment that is free of harassment. We will not tolerate any type of insulting, degrading, exploitive actions, words, comments, or treatment based on gender, race, ethnicity, age, religion, or other legally protected characteristics. This conduct also includes any that creates an atmosphere that is intimidating, hostile, offensive or uncomfortable.

Any infraction may result in disciplinary action, up to and including termination. We appreciate your understanding as we seek to create an atmosphere of trust for all.

Dress Code Policy

The volunteer uniform may only be worn for functions sanctioned by Binder Park Zoo. Volunteers that are going to be in contact with zoo guests must be in complete uniform - unless approved by the Volunteer Coordinator or the department supervisor.

Off Season Volunteers

No uniforms are required during off season when will not have contact with Your attire must be appropriate, clean, and in good taste.

Seasonal Volunteers (May 1 - October 26)

All volunteers when working in view of zoo guests are required to wear a light blue volunteer shirt. A Binder Park Zoo one will be issued to you after you work 10 hours and are a full-service volunteer. If you require additional shirts, you may purchase them for \$15.

Name badges/lanyards will be provided. If you lose it, there is a \$5.00 fee to replace it. Please return when you have finished volunteering for the year.

Trousers, pants, crops, capris or knee length shorts are acceptable in khaki, or black. No short-shorts or blue jeans are permitted.

Open-toed shoes are NOT permitted. Consider a sturdy pair of sneakers/tennis shoes or hiking shoes.

Hair styles should be well kept with no extreme hair color.

If you are handling or working around animals, you may NOT wear necklaces or long earrings. If bracelets, watches or pins are considered a safety hazard by zoo staff, you may be asked to remove them. Piercing are limited to in the ears only; no other facial piercings may show while volunteering at Binder Park Zoo.

Hats and caps may be worn. Binder Park Zoo caps are available for purchase for \$12.00. Please ask the Volunteer Coordinator or visit reception to purchase one. Hats and caps that do not say "Binder Park Zoo" are allowed but should be plain in color and have no words or logos.

A sweater, coat, or raincoat may be worn in case of cold/rainy weather. Long sleeved white shirts may be worn under the blue volunteer shirt. Your name badge must be worn on the outermost clothing item. All clothing must be clean and in good repair.

Tattoos are a personal choice of self-expression. Binder Park Zoo does not allow face or neck tattoos or tattoos with vulgar, offensive or illegal pretense. BPZ staff has the right to request a tattoo be covered if it is deemed inappropriate.



Volunteer Code of Conduct

Harassment

Binder Park Zoo staff, paid and unpaid, deserve a working environment which is 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 or other legally protected characteristic on the part of any employee or volunteer. Forbidden contact includes anything that creates an intimidating, hostile, or offensive atmosphere.

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

Smoking, Eating & Gum

All volunteers are expected to assume a professional attitude while representing Binder Park Zoo, especially when wearing the uniform and/or name badge identified with Binder Park Zoo. Please do not smoke, eat, or chew gum while volunteering.

Binder Park Zoo is a smoke free facility. Volunteers that wish to smoke may only do so in the comfort of their own vehicles. Please dispose of all cigarette butts in proper containers and not on the ground.

Volunteers are welcome to take breaks and eat in the break room in the Cross Administration Building as well as at one of our restaurants. The break room in the admin building does have a refrigerator and microwave you can use as well as a Pepsi vending machine with water and Pepsi products.

We encourage you to carry a water bottle with you if you are working on grounds. There are numerous refillable water stations through-out the zoo to replenish your water supply as needed.

Breaks

Take breaks as needed, especially when it is hot outside. Anyone volunteering for full day shifts may take a 30-minute break for lunch. Please remember to inform a staff member if your area needs to be covered during your break time. Make sure to clock out and then back in for any lunch break you take using the Volunteer computer.

Lockers

Lockers are available for your use while on duty. To use one, please ask the receptionist for a key. Return the key to the receptionist at the end of your shift. There will a \$5.00 fee for any lost or misplaced keys. Personal property is the responsibility of the volunteer.

Please remember other volunteers and staff members use the lockers. You are not permitted to go through any lockers other than the one you are using. Binder Park Zoo reserves the right to inspect lockers at any time without prior notification.

Safety & Loss Prevention

Following the guidelines and rules for the areas in which you volunteer will greatly reduce the risk of injury. Failure to follow set rules and guidelines could result in suspension of volunteer privileges in that area or termination from the program, depending on the severity of the offense. While illegal drugs are always prohibited, remember that prescription and some over the counter medications can cause drowsiness and impair judgement that can result in serious injury to you, a zoo guest, or an animal. Use good judgement.



Volunteer Code of Conduct – cont.

Cell Phones

Cell phones may be carried while on zoo grounds and may only be used to contact your Volunteer Coordinator or used in the case of an emergency. No texting or personal phone calls while on duty. Any misuse of a cell phone while on duty may result in losing privileges.

Compensation

Your volunteer service is not used for personal gain; rather it is reward and satisfaction that comes from providing enjoyment to Binder Park Zoo guests. Volunteers do not receive monetary compensation as a result of their services. This includes but is not limited to pictures, gifts, fees, and gratuities (tips).

Media

The spokespersons for Binder Park Zoo are the President & CEO and the Manager of Marketing. Volunteers are not authorized to make statements to the press, officially or unofficially, at any time. Any requests by members of the press should be addressed to the proper spokespersons. This allows proper and consistent information to be made to the public through the media. If you wish to voice an opinion through the media, you must do so as an interested party only, not as a representative of Binder Park Zoo.

Public Contact

Due to your relationship with Binder Park Zoo as a volunteer, you will often be privy to information that Binder Park Zoo is not yet ready to share with the public. DO NOT divulge any information you are given concerning Binder Park Zoo, animals, exhibits, or operations until you have been explicitly told you may do so. If information is to be made public, press releases or more information will be made available and posted by Binder Park Zoo.

Complaint Procedure

If you have a concern or complaint, you are strongly encouraged to address it with the supervisor of where you are volunteering. Both you and the supervisor should work together to resolve any concerns. If the problem involves the supervisor or you are uncomfortable discussing the matter with them, you may contact the Volunteer Coordinator. Complaints or concerns will be handled discreetly and respectfully.

Toxic Talk

Discussing issues, concerns, or complaints with no constructive plan to address them is detrimental to any program. This is considered *toxic talk* and is counter to our vision of volunteers being fun, positive and flexible. Engaging in toxic talk not only affects the volunteers and staff that you are working with, but also those around you. We encourage any and all volunteers, staff, and more to call out toxic talk to help create a more positive atmosphere.

Zoo Property

All volunteers will be using Binder Park Zoo property through-out their time here. Please use it kindly and if you find there are any issues regarding the items you are using, contact the Volunteer Coordinator immediately.

Items such as tools, carts, wagons, cleaning supplies, ladders and more are kept to the best standards possible. If you find any of them are broken or are in disrepair, let us know so we can fix them.

There should not be any times that a volunteer will be operating any vehicles on Binder Park Zoo property such as trams, golf carts, the train or heavy machinery.



Volunteer Code of Conduct – cont.

Policy Infractions

As a volunteer, if you violate a Zoo policy or fail to meet performance requirements, supervisors or the Volunteer Coordinator may evaluate the situation and act in accordance with the guidelines established by this policy. It is in the best interest of everyone that written guidelines have flexibility so that they appropriately fit each situation.

Management may choose to begin corrective action or initiate a warning at any point up to, and including, immediate dismissal based on the facts and the severity of the circumstances involved in each individual situation. The ability to sign up for volunteer opportunities may be suspended until a face-to-face meeting to discuss any problems has occurred. In most cases, Binder Park Zoo staff will implement the following procedures in regard to issues that may arise:



Verbal Warning – when performance is not consistent with the zoo’s standards, the Volunteer Coordinator will discuss the issue with the volunteer, clearly explaining the problem, and suggesting how they might improve. The Volunteer Coordinator will maintain records of all warnings.

Written Warning – For more serious or repeated problems, the Volunteer Coordinator will provide a written warning describing the problems and any suggested corrective action.

Dismissal – For infractions which management deems to be sufficiently serious or the volunteer refuses to respond to previous verbal and written warnings, dismissal from the volunteer program will be appropriate.

Contact Information

Binder Park Zoo Main Office	(269) 979-1351
Security Coordinator.....	(269) 209-4683
Volunteer Coordinator Office.....	(269) 263-6503

Binder Park Zoo Volunteer page
www.binderparkzoo.org/volunteer

Binder Park Zoo Events Page
www.binderparkzoo.org/events

- All major events will be posted to this page through-out the year. This will give basic information on each event.

Binder Park Zoo Animal Page
<https://binderparkzoo.org/animals>

- This is an ongoing/updating website. Please refer to this for quick information on most of our animals. Please note that not all animals are included on this page.

95% of Binder Park Zoo’s reputation and credibility is spread by word of mouth. Every single person you speak with as a representative of Binder Park Zoo has the potential to make or break us.

Rules for Guests

If you see guests who are participating in these activities, please let them know that the zoo has rules designed for the safety of our guests as well as animals. If the guests still do not respond to you, please alert a staff member.

It is forbidden for guests

- To smoke on zoo grounds (cigarettes, vape or other paraphernalia)
- To bring pets or other animals into the zoo. If guests have pets with them, kindly suggest for them to be taken home. During hot weather, the heat may kill a pet left in a car with partially open windows. If you encounter a vehicle with an animal inside, please contact the Security Coordinator right away.
 - Service animals are allowed and staff at entrance are encouraged to inform the Security Coordinator if a service animal is being brought into the park. Emotional support animals are NOT allowed on grounds.
 - A service animal is any dog that is individually trained to do work or perform tasks for an individual with a disability. These are tasks directly related to a person's disability. Not all service animals wear service vests.
 - There are ONLY TWO QUESTIONS you may ask of an individual who is bringing a service dog in:
 - Is the dog a service animal required because of a disability?
 - What work or task has the dog been trained to perform?
 - You are NOT allowed to ask for any documentation that the dog is registered, licensed, or certified as a service animal nor are you allowed to require the dog to demonstrate any task.
 - Service animals are not allowed in the goat feeding area, Twiga giraffe deck and snow leopard yurt when snow leopard training is in session.
- To tease, molest, injure, or frighten any animal; to throw or retrieve anything into or from any animal enclosure
- To feed zoo animals excepted at designated areas with feed PROVIDED by the zoo.
 - No outside LETTUCE is allowed up at Twiga (giraffe feeding)
- To enter or leave the zoo except at established entrances or exits.
- To wade in any stream, pool, pond or fountain on zoo grounds.
- To hunt, fish, or collect any form of animal life or vegetation at Binder Park Zoo.
- To roller-skate, skateboard, ride a bicycle, or any other vehicle, or to play any form of ball or Frisbee within the zoo perimeter fence.
- To post, attach, or inscribe any handbill, poster, card, sticker or device in the park or its periphery without permission.
- To bring firearms, slingshots, bows and arrows, fireworks, BB guns, squirt guns, peashooters, or any other weapon, propellant, or explosive into the zoo.
- To engage in disorderly or indecent conduct; to use threatening, obscene or profane language; or to engage in any acts or demeanor calculated or tending to mar or disturb the feelings of guests.
- To parade, exhibit, or distribute any advertisement, circular or handbill into Binder Park Zoo or its environs without permission.
- To be on or near the railroad tracks at places other than crossings or to place any object on the tracks.
- To sell any item or operate a concession in the park without permission.
- To bring into Binder Park Zoo any balloons, food or beverages, including coolers, alcoholic beverages, and glass bottles or containers.

If you notice any guest who may be in violation of any of the above, please politely ask them to refrain from the activity. If they continue to display violations or an issue arises, please contact a zoo employee or the Volunteer Coordinator for assistance.

Customer Service & Conflict Resolution

As a volunteer, you will often be the first person a zoo guest may encounter. It is extremely important that we do our best when responding to the needs of the guests here at Binder Park Zoo. While this role can be challenging, your efforts are greatly appreciated.

All incidents reported to you should be reported to the Volunteer Coordinator, or Security Coordinator at the end of your volunteer shift. If the issue is more concerning, please let the Volunteer Coordinator or supervisors know right away. In some cases, you may be asked to provide written documentation of the event.

Complaints

Sometimes a guest needs to air frustrations to someone that will listen. Be patient and listen without interrupting. Do not argue with the zoo guest. Try to understand their point of view and always reply with "I am very sorry you had that experience." Apologize for the guest's experience, even if you feel the guest is wrong. Tell them "I will get someone to help you" and bring that guest to a staff member.

If they do not wish to speak with someone, make every effort to get their name, address, and phone number along with the nature of their complaint. Give this information to the Volunteer Coordinator or the receptionist at the end of your volunteer shift. Someone from Binder Park Zoo will be in contact with the guest to help. No complaint is ever too trivial to rectify or listen to.

Guest Misconduct

Minor incidents (tapping on glass, chasing geese, walking in areas that are not for guest) should be addressed with sensitivity. Rather than policing them with "don'ts," explain the effect their actions may have and encourage proper conduct. For example, use the phrase "please walk" instead of "don't run."

Behaviors that endanger a guest or an animal must be dealt with immediately. Do not at any time put yourself in danger though. If you feel uncomfortable or unsafe with any situation, go directly to the front entrance, the gift shops, the Wilderness Tram, the restaurants, or the Cross Administration Building and find a staff person with a radio. Always report the nature of the incident, where the person was last located and if possible, a description of the individual(s). The majority of misconduct incidents at Binder Park Zoo happen because of ignorance of the consequences of the action rather than intentional malice.

Get Immediate Assistance....

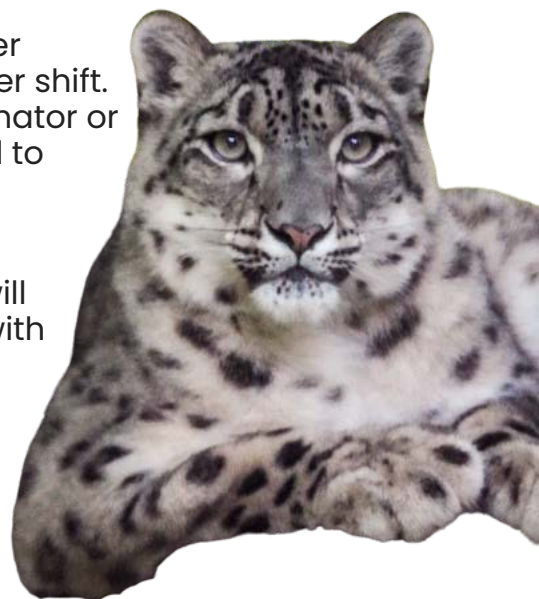
In case of any of the following situations, get help immediately. **DO NOT** attempt to handle any of these situations yourself

- 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
- Guests that are mistreating animals or destroying zoo/personal property
- A guest that does not heed your warnings.

There are staff who carry radios throughout zoo grounds including:

East Side: Beulah's Restaurant, the Z.O.&O. Wilderness Train Station, the Binda Conservation Carousel, Safari Gift Shop, entrance booths and the Cross Administration Building.

Wild Africa: Zawadi Traders Gift Shop, Kalahari Kitchen, and Twiga Overlook



Emergency Procedures

A comprehensive Emergency Procedures guide is available at your request.

In the event an emergency occurs on site, which is reported to or witnessed by the volunteer, the volunteer is expected to act in the following manner:

- **Remain calm**
- **Re-assure the zoo guests**
- **Notify staff right away** – Designate someone to go to the front entrance, restaurants, gift shops, Wilderness Trams, Cross Administration Building, and find a staff person with a radio. Tell a guest where they can go to for assistance as zoo staff will know how to handle the situation from this point on.

General Emergency Procedures

Report all injuries and other emergency situations, regardless of severity. Animal related incidents must be reported to the person responsible for animals in education and/or an animal care staff member.

If a volunteer is injured during his/her time volunteering at the zoo, locate a staff member with a radio to contact the Security Coordinator. The Security Coordinator will complete an accident report and direct the volunteer to the zoo's First Aid Kit locations or have a First Aid Kit delivered to the location of the accident if needed. The application of First Aid is the responsibility of the zoo volunteer. See locations below in First Aid/First Aid Kits section.



Injury

If you are a witness to a guest injury or illness, write a brief account of what happened or your impression of what happened. Try to include details such as weather conditions or other conditions that may have been a contributing factor to the accident. Do not remove any property involved in the incident (i.e. wheelchair, scooter....)

First Aid/First Aid Kits

First aid kits are located in the following areas:

East Side: Beulah's Restaurant, Safari Gift Shop, Binda Conservation Carousel Building and the Cross Administration Building

Wild Africa: Zawadi Gift Shop, Kalahari Kitchen, the Ranger station and Research Camp

First aid is the responsibility of the zoo guests. Take the guest or direct them to any of the buildings listed above to access the first aid kit. You may NOT administer first aid or suggest a guest needs first aid, nor may you offer any medical advice.

If a guest, staff member or volunteer needs or asks for an ambulance, contact another zoo staff member with a radio who can contact the Security Coordinator to manage the emergency process. Zoo staff will call the ambulance and coordinate their arrival. Several zoo staff are trained in First Aid, CPR and AED and those who are certified and available during the situation will assist until the ambulance and/or EMT's arrive.

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 Volunteer Coordinator or Security Coordinator the same day they occur, but the Volunteer Coordinator **cannot** give you permission to be treated.

Volunteers acting in an unsafe manner, depending on the severity of the incident may be suspended or terminated.

Emergency Procedures – cont.

Fire

In the event of a fire on zoo grounds, please remain calm and notify a staff member immediately. Pull a fire alarm in the area and then wait at a safe distance for instructions from zoo staff. Do not let zoo guests enter the area until notified it is safe to do so.

Emergency weather

In the event of severe weather, zoo staff will instruct guests and volunteers of their options. Volunteers may be asked to assist.



Tornado Watch: Issued when a severe thunderstorm and tornados are possible in the area. This does not mean a tornado will occur, only that it is possible. Staff, volunteers and guests who wish to seek shelter should be directed to the nearest one (they are not required to shelter).

Tornado Warning: Issued when a tornado is imminent. All staff, volunteers and guests are required to take shelter at the nearest tornado shelter.

Tornado Shelter Locations

East Side – CDC Building (restrooms, basement, classrooms), Dogwood Room, Sycamore Room, Kendall restrooms, Cross Administration Building back hallway, Vet Hospital, Beulah's Restaurant (food prep area/dry stockroom), Safari Gift Shop stockroom and the Carousel mechanical room.

Wild Africa – Zawadi Traders stockroom, Village restrooms, Kalahari Kitchen food prep room, Research Camp field services closet and restrooms, Zamani school basement and the Savannah Barn.

Pavilion/Picnic Area – Upper and lower hill restrooms

Lost or Separated Persons

A **lost person** is a distressed individual, who because of age, disability, or some other factor, may be at risk, or is currently distressed and separated from their party.

A **Code Adam** is a missing child under the age of 18.

A **separated person** is a person over the age of 17, separated from their party and zoo staff is making an effort to locate their party as a guest service

Lost children or lost parties should be kept with you and taken to the one of the gift shops, restaurants, front entrance booths or the Cross Administration building. A staff member will contact the Security Coordinator. The Security Coordinator will announce over the radio which of the above is occurring.

Lost Person

A **lost person** is a person over the age of 18 who may be at risk and separated from their party. If a guest approaches you about a lost person.

- Notify the Security Coordinator that there is a lost person. If you cannot contact the Security Coordinator right away, guide the individual to the nearest staff member.
- Stay with the guest who reported the missing person until the person is found or the security coordinator relieves you.

Lost or Separated Persons – cont.

- Try and get the following information if possible
 - When and where the person was last seen
 - Physical description including
 - Name
 - Age
 - Sex
 - Hair Color
 - Height
 - Clothing
 - Any other information that may aid in identification
- Staff should search the area where the person was last seen.
- The Security Coordinator will coordinate with staff to ensure that other areas of the zoo are fully searched, and that staff are actively looking for persons matching the description given.

CODE ADAM – lost child

A Code Adam is a situation involving a missing child under the age of 18. In the event of a Code Adam, all employees and volunteers are to stop what they are doing (if safe to do so) and immediately engage in the search effort. As a volunteer, please locate a staff member to assist them in this process.

If an individual comes up to you saying they have lost a child, assure them everything will be okay and take them to the nearest staff member with a radio. If you can, get important information on the child to give to the staff member to relay to the Security Coordinator.

- Name (never say a name over the radio of a missing child)
- Age
- Gender
- Race
- Hair Color
- Height
- Clothing
- Shoes
- Distinguishing Features
- Location last seen
- Any additional information such as were they carrying a lovey (stuffed animal/blanket/etc), wearing a backpack.

If helping to search for a missing child, a zoo employee will guide the search, and you will be an extra set of eyes. Stay with the staff member until the child has been found and reunited or the Security Coordinator or staff member relieves you.

If the child has been located but it is not safe to approach, radio or call the Security Coordinator or management immediately. If possible, take a photo/video of the individual/situation (if safe to do so). If a vehicle is involved, get a full description of the vehicle and write down the license plate number.

Note: If a lost child is not found within 10 minutes, the Security Coordinator will call 911 and the Zoo will be placed on lockdown. If this event occurs, staff located at all entrances/exits should immediately lock the gates and doors, including the rhino gate at the street entrance. Remain in these locations until the child is found. No employees, staff or volunteers will be allowed to exit the zoo until the child has been found safe.

Animal Related Policies

Volunteers may not accept any animal donations. Animal donations should be directed to the President & CEO or the Director of Wildlife, Conservation and Education. No animal may be brought onto Binder Park Zoo grounds without prior approval either. This includes all pets and animals that guests wish to release.

Animal Escape Policy

Non-animal care people, including volunteers, may be asked to help by keeping visitors away from the area. Everyone's cooperation is essential to the well-being of the animal and zoo guests. **DO NOT ATTEMPT TO CAPTURE ANY ANIMAL. WE HAVE TRAINED STAFF MEMBERS WHO ARE RESPONSIBLE FOR THIS.**

Below is a list of radio codes if there is an animal escape.

Code Epsilon: A non-dangerous animal has escaped

Code Red: A dangerous animal escape requiring firearms. Code Red animals are as follows: black bear, lion, african painted dog, cheetah, snow leopard, canada lynx, wolf & cassowary

Code Orange: A person is in an enclosure with a dangerous animal – firearms required. Code orange animals are as follows: black bear, lion, african painted dog, cheetah, snow leopard, canada lynx, wolf & cassowary

In the event of an exhibit animal escape, remain calm, keep the animal in sight, keep guests away from the animal and send a responsible adult or another volunteer to report the escape to the nearest staff member with a radio, or call the Security Coordinator immediately. Supply information such as location, type of animal and number of animals involved. If you need to report the escape of an animal, use the code words below. Animal care and the Security Coordinator will take over as soon as they arrive on scene.

In the event of a **Code Epsilon**, volunteers may be asked to assist in crowd control and/or help form a perimeter around the escaped animal. An animal care supervisor or supervisor on duty will provide direction.

In the event of a **Code Red**, volunteer staff should secure yourself and guests in an enclosed building. If a volunteer refuses to comply, you will be asked to leave zoo grounds immediately and will be reminded that you are placing yourself in a dangerous situation by not complying with zoo protocol.

In the event of a **Code Orange**, volunteers may be asked to assist in keeping guests away from the location of a Code Orange and assist emergency vehicles onto zoo grounds. If you are the individual who witnesses a Code Orange first, send another adult to find a staff member with a radio or call the Security Coordinator immediately. Do not lose site of the individual or animals in the exhibit until animal care staff has arrived and relieved you to assist in keeping guests away from the location. You may be asked to give an account of what happened if you witnessed it.

UNAUTHORIZED DISCLOSURE: Contacting any public media about an escape (or other event) at the zoo without the approval of the President and CEO is grounds for immediate dismissal from the volunteer program. If zoo visitors become aware of an escape and ask you about it, refer them to the President and CEO, Director of Wildlife, Conservation and Education, Curator of Collections or the Security Coordinator.



Animal Related Policies – cont.

Animal Service Areas

Animal service areas are not to be entered or used by anyone other than trained animal care staff. Unauthorized personnel in animal service areas are a danger to themselves, zoo staff, the animals, and zoo guests. No person may enter an animal service area without permission and must be accompanied by the Curator of Collections or a member of the animal care staff.

Wild Animals as Pets

It is the policy of Binder Park Zoo to discourage the taking and/or keeping of wild animals as pets. Volunteers are expected to relay this message to zoo guests whenever asked. Although you may not agree, our policy states “the zoo’s policy is that wild animals should not be pets.”



Process for Reporting Animal Care and Welfare Concerns

Purpose

To ensure that animal welfare is always of the highest priority, it is important that all staff and volunteers are able to bring forward to their leadership and to IWC any questions or concerns they may have regarding animal welfare.

Process

A staff member or volunteer may identify an animal welfare issue/concern and will notify their immediate supervisor. It is in the supervisor’s responsibility to bring the concern to the attention of the Manager of Wildlife, Conservation and Education immediately, who in turn will bring it to the Internal Welfare Committee’s (IWC) attention. The concern will be addressed by the IWC as soon as possible and it will be brought to the attention of the Chief Executive Officer (CEO) as well.

All employees and or volunteers are responsible for and encouraged to bring animal welfare concerns to the attention of the IWC following the above protocol. However, we recognize that some employees and/or volunteers may not feel comfortable with the process. Staff and volunteers that wish to remain anonymous may fill out an animal welfare concern slip and place it in the animal welfare concern container located in the Cross Administration Building.

Once a concern has been brought to the attention of the IWC, they will meet to discuss the issue and come up with an action plan. Once addressed, the Director of Wildlife, Conservation and Education will send out an email to all Binder Park Zoo staff and inform them of what the concern was and the action plan. If a staff or volunteer is not on the Binder Park Zoo email list, it is the responsibility of their supervisor to pass the e-mail along.

Animal Safety

Your first concern is the safety and well-being of the guest, animals and zoo property – in that order. Follow all rules set forth in regard to animals. This is why only trained and approved zoo staff may enter an animal exhibit or remove an animal from their exhibit. In case of articles dropped into exhibits by zoo guests, notify an animal care staff person.

If you see any injured wildlife, please do not try to capture the animal. Notify the Volunteer Coordinator or an Animal Care Staff of the whereabouts.

Bio-facts are for educational purposes only. The pelts are not to be draped or worn by a volunteer or a guest. Treat these as you would an animal, as some need special permits to possess and some are very expensive. They were once part of living creatures.

IF YOU ARE NOT 100% SURE OF ANY PROCEDURE – STOP AND ASK!

Commonly Asked Questions by Zoo Guests

You will be identifiable by the uniform you are wear. Guests will stop you and expect you to know answers to questions they have. If you don't know the answer, please say "I don't know, but I'll be happy to find out for you." If you are not able to find someone to help you with the answer, collect the guest's name and phone number and/or email and make sure to share the information with the Volunteer Coordinator at the end of your shift (if they are willing to give it).

Below are some questions and answers you should make yourself familiar with

Where is the nearest bathroom?

- East Zoo has bathrooms located in the Conservation Discovery Center, at the Kendall Building (across from Beulah's restaurant) and at the Cross Administration Building. A portable restroom is located outside of the entrance area near the parking lot. In Wild Africa, bathrooms are located near Zawadi Traders Gift Shop and in the Research Camp by Zamani Schools. There is also a portable restroom located by the Lions Exhibit.

Where is the exit?

- The exit is located to the left of the entrance. There are signs located through-out the zoo with arrows pointing the way. If you are available to walk a guest toward the exit, please do so.

What time does the zoo open/close?

- From May 1 - September 1: hours are Monday - Friday 9am-5pm, Saturday 9am-6pm and Sunday 10am-6pm.
- September 2 - October 26: hours are Monday - Friday 10am-4pm, Saturday and Sunday 10am - 5pm.
- Wild Wednesdays in July - 9am - 8pm
- There will be periodic days where hours will change due to special events

Where is the office, the gift shops, the restaurants?

- There is a path to the Cross Administration Building on either side of the Tram depot. They can also access the office through the parking lot.
- Gift Shops are located near the exit/entrance on the East Side of the zoo and in the village right as you get on/off the tram in Wild Africa.
- East Zoo restaurant, Beulah's is located near Zoorassic Park and the train and Wild Africa's restaurant, Kalahari Kitchen is located in the village off the tram and overlooks the Savanah. Brass ring, which is a snack area is located in the carousel building

What do you have new this year?

- Become familiar with the new exhibits and locations as they may change from year to year.

How do I get to the wilderness tram to Wild Africa and how much does it cost?

- The Wilderness Tram to Wild Africa is free. Learn the location from the East Zoo and Wild Africa so you can better explain. (East Zoo is past the carousel and goats and in Wild Africa it is near the village)

Where is the Z.O.&O. Railroad or the Carousel and how much does it cost?

- \$3.50 per ride for each location and per person
- The Z.O.&O. Railroad is located in the East Zoo near Zoorassic Park and the Lemurs
- The Binda Conservation Carousel is located on the path towards goats and International Depot



Commonly Asked Questions by Zoo Guests

Where can I purchase a membership?

- Memberships may be purchased in the administration building, zoo entrance or online.

What time does the giraffe feeding open/close?

- Twiga Overlook opens one hour after the zoo opens and closes one hour before the zoo closes. Giraffes have free choice to approach the feeding deck at any time (we cannot guarantee when they will be there). Weather is a factor as to whether or not giraffes can come out onto the Savannah.

Where do your animals go in the winter?

- They stay right here! There are holding areas built into each exhibit. We also have a large barn where some of the African animals stay, along with some other domestic animals. Depending on the animal and the weather, outdoor access is available throughout the winter.

What time do animals go in at night?

- They are brought inside about 5:00pm on weekdays and 6:00pm on weekends.

Where do we get our "bio-facts"?

- Our bio-facts come from several sources. Some come directly from our animals that regularly shed certain body parts. A few examples would be a snake shedding its skin, a porcupine losing a quill, or a bird losing a feather. Some bio-facts were donated by the Kalamazoo Public Museum and are very old. Bio-facts with yellow tags come from the DNR. Binder Park Zoo does not kill animals to get these bio-facts; they are only used for educational purposes and can be seen through various zoo programs.

Where can I find animal ambassadors?

- These animals are not on exhibit. They are housed in a temperature-controlled building which is inaccessible to zoo visitors. They are only used for educational purposes.

I found this feather, snake shed, scale, etc. on zoo grounds. Can I keep it?

- Take this situation seriously. All native birds, including most songbirds are protected under the Federal Migratory Bird Act. All birds of prey, hawks, owls, eagles, falcons, osprey and vultures are protected under another federal act. It is illegal to possess any part of a bird of prey or songbird protected under these acts. We do not want them to get into trouble by keeping it. Explain to them that this is a nature preserve and all feathers, sheds, etc., should be left at the zoo so that others may have the opportunity to enjoy it. Many animals eat these shed parts or use them in their nests. They will also return to the environment if left in the zoo.

Dealing with Misinformation

- Do NOT under any circumstances make a parent, grandparent, teacher, etc., look bad in front of the child. You could say, "you know this animal and that animal look similar, but" and then discuss similarities. If there is the slightest doubt in your mind, refer the guest to a person or to the zoo office.

Can I take a picture?

- Yes! Encourage it! If you are holding an animal ambassador, make sure that you have control of the animal and situation. Don't do anything that would endanger the animal, you, or the guests. Also, if you see families taking pictures, offer to take one of the whole family!



Commonly Asked Questions by Zoo Guests

Do you ever sell your animals? How do you get your animals? Do you ever take your animals out into the wild? Can we buy one of your animals?

- Most of our animals were born here or at other zoos or obtained from a wildlife rehabilitator because they could not be re-released into the wild. For more specific questions, refer the guests to Animal Care or Education staff.

It's spring. Where are all the baby animals?

- Binder Park Zoo has taken great precautions to not over breed any animal. Our Species Survival Programs determines when and if the animals that are part of that program will reproduce. Baby animals are cute, but they grow up. Often there is not space available in a zoo for these animals. Please make sure not to disclose any unauthorized information to guests.

Have you ever had an animal escape?

- Yes. Unfortunately, it happens even though we take many precautions to prevent it. The Animal Care staff is trained to handle animal escapes, and the exhibits are designed to prevent escapes.

Can I hold it? I have one just like that at home.

- Tell them only specially trained volunteers and staff may hold the animal. Explain that this is Binder Park Zoo's policy, and it is for their safety and the safety of the animal.

Would it make a good pet? Where can I get one?

- At Binder Park Zoo, we discourage the taking and/or keeping of wild animals as pets. If you are uncomfortable or your answer does not satisfy the guest, please refer the guest to Animal Care or Education staff.

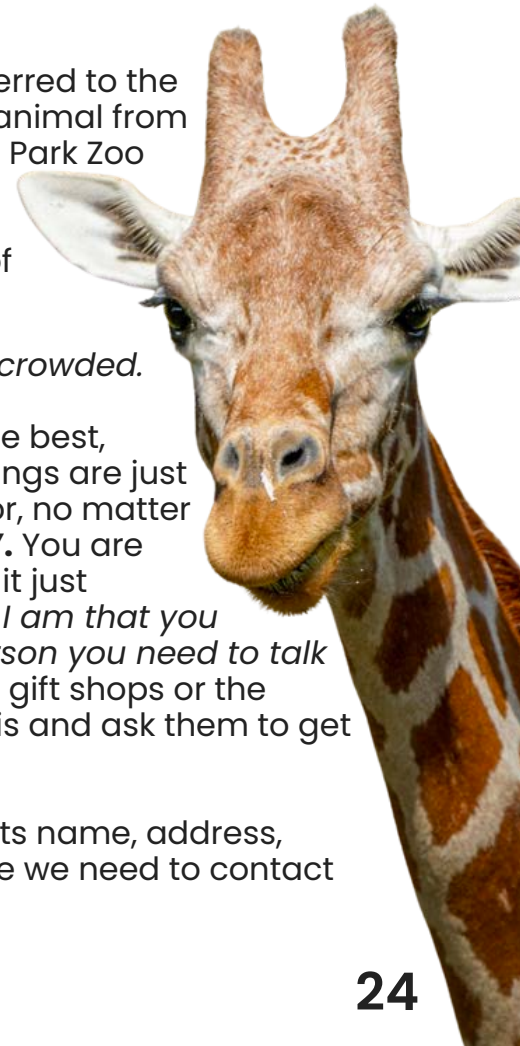
I have a racoon that is so cute and tame. Does the zoo want it?

- Anytime you get an offer to take an animal, they must be referred to the zoo office. You cannot, under any circumstances, accept an animal from anyone for Binder Park Zoo or give the impression that Binder Park Zoo may want the animal. You cannot let a guest turn an animal loose on the zoo grounds or in the parking lot. This includes turtles, snakes, rabbits, etc. They **MUST** have the permission of the President and CEO or their representative.

I had a rotten time. The restrooms were dirty. The walkway was crowded. The people at the restaurant burned my food!

- We want each guest that comes through the gate to have the best, most enjoyable experience at Binder Park Zoo. Sometimes things are just bound to go wrong. When you have a complaint from a visitor, no matter how petty it may seem or actually be, take it **VERY SERIOUSLY**. You are not meant to deal with "out of sorts" guests - but sometimes it just happens. Simply say, "I can't begin to tell you how very sorry I am that you had that experience. I am a volunteer. Let me go get the person you need to talk to in order to take care of that situation." Go to the entrance, gift shops or the restaurants and tell the zoo staff member what the problem is and ask them to get the proper person to help with it.

If the guest does not want to wait for assistance, get the guests name, address, phone number and e-mail address whenever possible in case we need to contact them.



Commonly Asked Questions by Zoo Guests

"I lost my camera... sweater... cell phone"

- Lost and found is located in the Cross Administration Building with the receptionist. Inform the guests that all lost items are taken to the zoo office by the end of the day if found. Direct them or bring them to the zoo office. You may also get their name and phone number to turn into the receptionist at the end of your shift along with a description of the item.

I have lost my child..."

- A lost child is a frightening, stressful situation. If you find the *child*, take them with you to the restaurant, gift shop, entrance booth, or find a staff member with a radio to contact the Security Coordinator. The staff member will help call a Code Adam. Stay with the staff member and parent until they are reunited with the child, or you are relieved by the Security Coordinator.
- If you have found a child, remain with the child and find the nearest staff member with a radio. Keep the child with you and stay with the staff person and child until they are reunited with their group, or the Security Coordinator relieves you.
- Stay in one place with the individual as it will be easier to find them when Security Coordinator is looking for them.

How long will it take me to see the entire zoo?

- This will vary with everyone's circumstances. How fast do they walk? Do they read the information or just pass by? Do they have small children? Average zoo guests spend roughly 1 1/2 - 2 hours around the East Zoo. They then spend another 2 hours in Wild Africa. This does not include extras such as train, carousel, long lines, etc.

How long is the tram ride to Africa?

- The tram ride is 5 minutes going out and about 4 minutes returning.

How often does the Tram run?

- The estimated wait time after a tram leaves the station is about 15 minutes. There are three trams but not all of them will run.

Can I take my stroller/wagon/wheelchair on the tram?

- Personal strollers, rented wagons, wheelchairs, and scooters may be taken on the tram. Be sure they take all personal items/belongings with them. Trams are wheelchair accessible and have ramps to assist getting onto the tram car. They must remove children from the stroller, even if the child is asleep.

Can I take food and drink on the tram?

- Food and drink may be taken on the trams as long as it does not interfere with the enjoyment of the other guests. If there is a problem with this, contact the tram driver to handle the situation.

Can I walk to Wild Africa?

Yes. Show them the path if you are able. Be sure to tell them that it is almost a mile and that the path can be steep in places. The tram does NOT stop to pick anyone up if they discover they cannot make it. Scooters are not allowed to take the path up to Africa as it could drain their battery pretty quickly. On occasion the path may be closed due to high winds or stormy/weather conditions. Please inform guests that for their safety they must ride the tram. They also must always stay on the inner side of the yellow line and only walk the path up to Wild Africa, not the back way or take short cuts through the woods



Commonly Asked Questions by Zoo Guests

What animals are in Wild Africa?

- Tell them that there are many herd animals such as waterbuck, giraffe, and zebra. There is also african painted dogs, african lions, cheetahs, and a variety of monkeys. You do not have to name everything there, but hit some of the most popular animals.

How long is the African Trail? How long will it take me to walk?

- The African Trail is just about 3/4's of a mile. There are benches along the way and the entire path is wheelchair accessible. There are places where it is just dirt and rocks and uphill, so it may be a bit of a push. About an hour would be the average, but it depends on how fast you walk and how often you stop.

How long does the train take to get to Africa?

- The train does NOT go to Africa. It is only a scenic route through the woods, past Zoorassic Park and then loops back around.

When is Zoo Boo?

- Unfortunately, we no longer have Zoo Boo (we haven't done it since 2019). Politely inform the customer that we no longer have Zoo Boo but we do have Fall into the Zoo in October where we have fun activities planned during regular zoo hours.

When is Corks & Kegs? When is Cheetah Chase? When are your events?

- Each year the dates of our yearly events change. We also have periodic special events throughout the year. Become familiar with our yearly and special events. As of right now, for 2025:
 - Members Day: April 30
 - Cheetah Chase: June 21
 - Tour de Zoo: August 1
 - Corks & Kegs at the Zoo: September 6
 - Fall into the Zoo: Weekends in October
 - Paws & Claus: December 13 & 14

WHENEVER YOU ARE IN DOUBT, REFER GUESTS TO THE ZOO OFFICE. REMEMBER THAT YOU CAN ALWAYS SAY "I DON'T KNOW, BUT I WILL BE HAPPY TO FIND OUT FOR YOU."



Devoted Humble Involved
Vibrant Selfless Generous
Passionate Charitable WONDERFUL
Loving Friendly FUN Thanks
Caring
Volunteers
UNSELFISH HELPFUL PROSPEROUS
Amazing GREAT
THOUGHTFUL
Respectable