

**BYLAWS OF THE DOCENT COMMITTEE
OF THE
GREATER LOS ANGELES ZOO ASSOCIATION**

All activities of the Docent Committee shall be subject to the approval of the Docent Administrative Committee and the Officers of the Board of Trustees of the Greater Los Angeles Zoo Association.

All Docent Committee members shall operate within the Bylaws of the Greater Los Angeles Zoo Association and within the Bylaws of the Docent Committee.

**ARTICLE I
NAME AND PURPOSE**

- A. The name of this organization shall be DOCENT COMMITTEE OF THE GREATER LOS ANGELES ZOO ASSOCIATION.
- B. The objectives and purposes of the Committee are to provide educational and support activities for the Los Angeles Zoo and Botanical Gardens.

**ARTICLE II
MEMBERSHIP**

- A. There shall be four (4) classes of membership: Provisional, Active, Associate, and Life.
 - 1. **PROVISIONAL MEMBERS**
Provisional members are those who are engaged in complying with the requirements for admission to Active membership and are in the process of completing the Provisional Docent training course. They shall not be eligible to hold office.
 - 2. **ACTIVE MEMBERS**
Active members are those who have successfully completed the Provisional requirements and have been admitted to Active membership. They shall enjoy all rights, privileges and obligations of membership, including the right to hold office. They shall meet the minimum requirements of one hundred (100) hours* of active service** each year. The first two (2) years of active service shall consist of touring obligations or other Chair of the Day (C.O.D.)-assigned educational activities. Other activities may be undertaken during this period, as long as they do not interfere with the primary touring obligation.

3. ASSOCIATE MEMBERS

Any Active Docent in good standing who has completed the minimum hours during the first two (2) years, and wishes to be excused from the 100-hour obligation, may apply in writing to the Docent Chair for Associate status.

Associate members shall be required to perform forty (40) hours of active service** each year to the Docent Committee. They shall not be eligible to hold office, but may engage in special assignments as requested by the Docent Chair. Members wishing to return to Active status may be required to complete a reinstatement program specific to the individual.

4. LIFE MEMBERS

Docents who have made major contributions to the Docent Program may be selected by the President of GLAZA to become Life Members. All former Docent Chairs are included in this group. Life Members shall enjoy all of the rights and privileges of membership, including the right to hold office, and none of the obligations or requirements other than that of maintaining a current GLAZA membership.

- B. Members who have been previously Active or Associate for a minimum of one year may request a Leave of Absence (LOA) for any absence exceeding two (2) months from the Docent Chair. LOA status may be granted for a period not to exceed one (1) year, although an extended LOA may be granted upon approval by the Docent Chair. Members on leave shall not be eligible to hold office. The length of the LOA shall be subtracted from a member's total length of time as a member of the Docent Committee. Members wishing to return to Active status may be required to complete a reinstatement program specific to the individual.
- C. Any member may resign by submitting a written resignation to the Docent Chair; such member who has resigned in good standing may apply for reinstatement in writing to the Docent Chair. Certain requirements may need to be met as determined by the Docent Chair.
- D. All members of the Docent Committee shall:
1. Be members in good standing of the Greater Los Angeles Zoo Association (GLAZA).
 2. Undergo an annual tuberculosis skin test or a biennial chest x-ray.
 3. Undergo initial fingerprinting/background check prior to service.
 4. Submit a signed Acknowledgment Form after reading the Volunteer Handbook. Conform to all Membership Policies as set forth in Article III.

- E. The Docent Chair will review the status of any member not complying with Docent membership requirements and policies, Zoo requirements and policies, or in any way disrupting Docent or Zoo activities. If necessary, membership in the Docent Committee shall be terminated effective upon written notice from the Docent Chair or the Manager of Volunteer Programs.

** The first year is prorated to a minimum of seventy (70) hours.*

*** Active service pertains to hours spent in touring and other C.O.D. assignments, sub-committee activities, annual update/review test, and other duties performed in service to the Zoo, as approved and made available by the Docent Administrative Committee.*

ARTICLE III MEMBERSHIP POLICIES

- A. The official Docent Uniform shall be worn at all times when performing educational activities or interactive duties with the public, whether at the Los Angeles Zoo and Botanical Gardens or representing the Docent Committee off-site. The official Docent Uniform is the white aviator or golf shirt (long or short sleeved); khaki slacks, skirt, shorts (knee length) or capri pants; and closed-toed shoes. Name badge shall be worn on the left side of the uniform shirt. Additional items available include the authorized Docent jacket, the safari jacket, a docent sweatshirt and colored shirts worn for specific job assignments. A white, tan, or brown shirt or sweater may be worn under the shirts or jackets. Hats can be worn but should be free of bold colors or logos (other than the Los Angeles Zoo). The complete uniform guidelines are posted in the Volunteer Resource Center.
- B. **Active** Weekday Docents shall tour or participate in C.O.D.-assigned educational activities one day per week, and Weekend Docents two days per month for at least one hundred (100) hours per year. All Docents are expected to participate in a minimum of two (2) special events annually or volunteer for at least two (2) days during school breaks and legal holidays.
- C. Each **Active** Docent shall notify the C.O.D. or appropriate subcommittee chairman fourteen (14) days prior to any absence for a planned event such as vacation or jury duty. The length of time served for jury duty shall not be considered a leave of absence.
- D. In the event of illness or emergency, **Active** or **Associate** Docents scheduled to participate in any activity shall notify the appropriate C.O.D. or Committee Chair of impending absence at the earliest opportunity.
- E. All **Active** and **Associate** Docents are obligated to attend the Annual Docent and Student Volunteer Update and pass the annual review test given by the Training Committee with a score of 90% or better. Unexcused absences on the part of any Docent and/or failure to pass the annual test or attend the Annual Docent and

Student Volunteer Update shall cause the status of membership to be reviewed by the Docent Committee Chair and the Docent may be placed on inactive status.

- F. All **Active** and **Associate** Docents are required to attend at least two (2) Continuing Education programs each year offered through the Zoo. These programs may be in the form of lectures, workshops or other Zoo events approved by the Docent Committee Chair.
- G. Within the first year of active service, a review by the Mentor Committee is mandatory for all new Docents. All Docents may be subject to performance review at any time.
- H. **Associate** Docents shall participate in special events when needed. They are encouraged to attend the annual Docent Luncheon/General Meeting,
- I. LOA members returning to **Active** status may be required to complete a reinstatement program. Elements of the program will be specific to the individual.
- J. If a Docent wishes to tour a group other than a C.O.D.-assigned group, the tour must be scheduled for a time other than the Docent's regularly scheduled tour commitment. For statistical purposes, the Docent shall notify the Weekday or Weekend Coordinator with the number of guests and the group must go through the regular admission process.
- K. Any donations of money or items of value that are offered to any Docent for, or in connection with, the rendering of services as a Docent shall be delivered immediately to the GLAZA Manager of Volunteer Programs for delivery to GLAZA.
- L. All material or information used by Docents while performing Docent Committee duties shall come from approved sources. Any questions regarding this should be submitted to the Animal Information Chair or Botany Chair of the Docent Committee.
- M. Docents may not hand out, copy, lend, or otherwise part with any Docent Committee material (notebook, fact sheets, etc.) without consent of the Docent Committee Chair or the Manager of Volunteer Programs.
- N. Docents may not use the title of Docent or indicate any official connection with the Los Angeles Zoo and Botanical Gardens or GLAZA in any correspondence to newspapers, magazines, other periodicals, the internet, or in any solicitation, without written approval of the GLAZA President. Any such action without approval must be as private individuals.
- O. All phones should be muted and cameras turned off when on assignment except as authorized by the Docent Committee Chair or the Manager of Volunteer Programs.

ARTICLE IV COMMITTEE RESPONSIBILITIES

- A. The *Docent Administrative Committee* shall consist of the Docent Committee Chair, Assistant Docent Committee Chair, Docent Coordinators, the Mentor Chair, Training Chair, and Manager of Volunteer Programs.
1. *The Docent Committee Chair* shall be appointed annually by the President of GLAZA subject to the approval of the Board of Trustees. The Docent Administrative Committee and the Director of Education shall serve as the Nominating Committee, providing the President of GLAZA a panel of willing and qualified candidates to be interviewed for the position. The Docent Committee Chair shall appoint the Administrative Committee and subcommittee Chairs. There will be an annual Luncheon/General Meeting of the Docent membership. At this meeting, the Docent Committee Chair shall announce the members of incoming Administrative Committee, the Chairs and the Assistant Chairs of the subcommittees. The Docent Committee Chair shall serve as an ex-officio member of all Docent Committees and subcommittees. During the Docent Committee Chair's term of office, the Docent Committee Chair shall serve as a member of the Board of Trustees of GLAZA.
 2. *Assistant Docent Committee Chair* shall be appointed annually by the President of GLAZA subject to the approval of the Board of Trustees. The Docent Administrative Committee and Director of Education shall serve as the Nominating Committee providing the President of GLAZA a panel of willing candidates to be interviewed for the position. The Assistant Docent Committee Chair will assist the Docent Committee Chair with administrative duties as identified by the Docent Committee Chair. The Assistant Committee Chair shall act as the presumptive successor to the Docent Committee Chair and shall assume the duties of Docent Committee Chair if the Docent Committee Chair is unable to fulfill those duties.
 3. *The Docent Coordinators* shall act as liaison between Docent Committee Chair and C.O.D.s. They shall assist in general Docent activities and staffing of special tours. Either may assume the duties of the Docent Committee Chair during the Chair's absence or inability to act, if requested to do so by the President of GLAZA. The Weekday and Weekend coordinators shall staff all tours of dignitaries, Trustees and donors as requested.
 4. *The Mentor Chair(s)* shall coordinate development and assessment of the interactive skills and animal-related knowledge of each Docent during the first year of service. Performance of all Docents may be subject to review at any time as requested by the Docent Committee Chair. The Mentor Chair shall assume the duties of the Docent Committee Chair in that Chair's absence or inability to act, if requested to do so by the President of GLAZA.

5. *The Training Chair(s)* shall prepare and score the annual review test, coordinate the annual Docent and Student Volunteer update program, work with the lecturers to prepare the Provisional Class tests, and shall act as the coordinator in planning, scheduling and approving all other Docent and Student Volunteer training programs and their contents offered Docents and Student Volunteers. The Training Chair shall work closely with the Docent Committee Chair and sit as an ex-officio member of the Provisional Docent, Student Volunteer and Lecture Advisory Committees, and assume the duties of the Docent Committee Chair if requested to do so by the President of GLAZA.
 6. *Manager of Volunteer Programs* shall function as liaison between the Docents, Student Volunteers, GLAZA, and Zoo staff.
- B. The following *subcommittees* shall exist. The Docent Committee Chair shall appoint the Chairs of these committees subject to the approval of the President of GLAZA. Each subcommittee Chair may have one or more assistants. The other members of the subcommittees shall be voluntary, not appointed, and shall come from the Docent membership. Each Chair shall submit a written annual report to the Docent Committee Chair, including an evaluation of that subcommittee's effectiveness.
1. *Chair of the Day*. There shall be a Chair of the Day for each day of the week who shall act as manager and motivator for Docent daily groups, and shall be responsible for maintaining the standards of GLAZA and the Docent Committee. They shall schedule assignments and report on such activities on an annual basis to the Docent Committee Chair.
 2. *Animals and You*: The Chair(s) shall provide adequate orientation to participating Docents, provide for training in animal handling and programs and schedule Docents to staff the daily presentations.
 3. *Animal Information Committee*: The Chair(s) shall provide and obtain appropriate approval of all touring and instructional material furnished to Docents for their use in touring and instruction, including fact sheets and images.
 4. *AZAD Liaison*: The Liaison shall represent the Los Angeles Zoo and Botanical Gardens at AZAD Conferences and enlist Docents to participate in AZAD activities and conferences.
 5. *Botany Committee*: The Chair(s) shall oversee research and provide instructional materials to Docents, Student Volunteers and the public. Members of the committee shall provide tours of the botanical gardens to Docents, Students Volunteer and the public.

6. ***Classroom and Community Outreach Committee:*** The Chair(s) shall be responsible for the training of Docents and staffing of classroom programs including Biomes, California Caretakers, and School Safari, and for developing new programs that meet the needs of local schools. In addition, the committee will work in the community serving as speakers for organizations and staffing promotional and educational outreach sites and fairs.
7. ***Conservation:*** The Chair(s) shall propose projects that involve Docents, Student Volunteers & General Volunteers in active conservation both locally and/or internationally. The Committee will facilitate the implementation of said program(s).
8. ***Health Center Liaison:*** The Liaison shall provide Docents with information on activities and developments in the Health Center and provide the Health Center Director with whatever assistance is requested from the Docent Committee.
9. ***Journal:*** The Chair(s) shall publish All Creatures quarterly, soliciting and editing Docent-written articles to inform and educate Docents.
10. ***Lecture Advisory:*** The Chair(s) shall provide workshops in techniques used in research, preparation and the delivery of lectures. Following such workshops, the Chair shall recommend suitable candidates for lecturing assignments to the Docent Committee Chair. The Chair and committee members shall evaluate lecturers and provide assistance to approved lecturers who require it.
11. ***Library Committee:*** The Chair(s) shall staff the research library providing reference and bibliographic assistance to patrons. The members will also help maintain the collection.
12. ***Magnet School:*** The Chair(s) shall schedule all lecturers for the related programs at North Hollywood High School's Magnet School after consulting with the Lecture Advisory Committee.
13. ***Muriel's Ranch Liaison:*** The Liaison shall assist in training, recruiting, and scheduling docents and volunteers to work in Muriel's Ranch and shall convey information from Animal Care staff to Docents and Volunteers as needed.
14. ***Office:*** The Chair(s) shall provide support for the Docent and Student Volunteer program by ordering and stocking all needed supplies, maintaining an inventory of current fact sheets, and providing copy services.
15. ***Patch Program:*** The Chair(s) shall coordinate the activities of Docents in providing organized youth groups with an introduction to animals in captivity utilizing specimen study, presentations, and guided tours of the Zoo. Patches are earned by the youth for completed activities.

16. ***Provisional Docent Class:*** The Chair(s) shall coordinate the Weekday and Weekend Provisional Docent training classes, from interviewing prospective candidates to arranging the graduation ceremonies. This shall include working with the Lecture Advisory Committee to determine the class schedule and scheduling lecturers. The Chairs shall coordinate touring arrangements and UCLA credit arrangements as well as grading the class tests after consulting with the Training Committee.
17. ***Special Needs Outreach:*** The Chair(s) shall schedule Docents to travel to outside locations, including senior citizen facilities, rehabilitation centers, schools, and hospitals to provide animal information and contact experience for people with special needs.
18. ***Student Volunteer Committee:*** The committee shall coordinate the Student Volunteer training class from interviewing applicants through graduation. This shall include determining the class schedule and scheduling speakers after consulting with the Lecture Advisory Committee. The committee shall coordinate all lecture and touring arrangements as well as grading the class tests after consulting with the Training Committee. They shall plan the graduation ceremonies and then work with the graduates to encourage their participation in Zoo and Roots and Shoots activities.
19. ***Uniforms:*** The Chair(s) shall order, process payment and supply uniforms to Docents and Student Volunteers and shall fit and provide all provisional class members with uniforms and instruction on Docent uniform policy.
20. ***Zoo Programs and Workshops:*** The Chair(s) shall develop, coordinate and staff a series of educational programs, tours, and workshops for the Zoo and the community.
21. ***Zoo and Docent History:*** The Chair(s) shall gather and organize information about the history of the Zoo and the Docent program with the goal of producing a comprehensive narrative of important events and dates as well as the preservation of historical documents.

Other subcommittees may be created from time to time subject to the approval of the President of GLAZA, and their duties designated by the Docent Administrative Committee.

ARTICLE V
STUDENT VOLUNTEER MEMBERSHIP & POLICIES

- A. The Docent Committee shall include members of the Student Volunteer Program. There shall be two (2) classes of membership: Provisional and Active.
1. PROVISIONAL MEMBERS
Provisional members are those who are enrolled in the Provisional Student Volunteer class.
2. ACTIVE MEMBERS
Active members are those who have successfully completed the Provisional requirements and have been admitted to Active membership. They shall enjoy all rights, privileges and obligations of membership. They shall meet the requirements of sixty (60) hours of active service each year with a minimum commitment of two (2) years. Any absence longer than six (6) months shall be considered a resignation from the program.
- B. Active Student Volunteer members shall:
1. Be members in good standing of the Greater Los Angeles Zoo Association.
 2. Undergo initial fingerprinting/background check prior to service.
 3. Undergo an annual tuberculosis skin test or a biennial chest x-ray.
 4. Submit a signed Acknowledgement Form after reading the Volunteer Handbook.
- C. Active members must complete the walk-about portion of the Docent annual test and attend one of the annual Docent and Student Volunteer update sessions.
- D. Acceptance to the Student Volunteer program is limited to students entering 9th and 10th grade who are not older than seventeen (17) years of age and shall continue as long as the member remains in good standing. The program is completed the September following high school graduation. Student Volunteers who wish to become Docents must apply to the program and take the Docent Provisional training class and graduate.
- E. All Student Volunteers must wear the white or khaki Student Volunteer uniform golf shirt, with clean khaki slacks, skirt, shorts (knee length) or capri pants along with closed-toed shoes. Hats may be worn but should be free of bold designs and logos (except for the Los Angeles Zoo).

ARTICLE VI
AMENDMENTS TO THE BYLAWS

Requests for changes to the Bylaws shall be submitted to the Docent Administrative Committee for consideration. The Docent Administrative Committee, which shall function as the Bylaws Committee, may propose amendments to the Bylaws to the GLAZA President for approval.