
Handbook Acknowledgement

(Return to Volunteer Office)

Please read this acknowledgement carefully and complete the requested information. This completed form must be returned to the Volunteer Office before commencement of service can begin.

I have received a copy of the Greater Los Angeles Zoo Association's (GLAZA) handbook and acknowledge my obligation to read, understand and comply with its contents. I understand that the handbook is intended to provide an overview of the Zoo's policies and does not necessarily represent all such policies in force. The Zoo may at any time add, change or rescind any policy or practice at its sole discretion.

Volunteer's Name (please print)

Volunteer's Signature

Date

Guardian's Signature (if Volunteer is under 18)

Date



Handbook Acknowledgement

(For your records)

Please read this acknowledgement carefully and complete the requested information. This completed form must be returned to the Volunteer Office before commencement of service can begin.

I have received a copy of the Greater Los Angeles Zoo Association's (GLAZA) handbook and acknowledge my obligation to read, understand and comply with its contents. I understand that the handbook is intended to provide an overview of the Zoo's policies and does not necessarily represent all such policies in force. The Zoo may at any time add, change or rescind any policy or practice at its sole discretion.

Volunteer's Name (please print)

Volunteer's Signature

Date

Guardian's Signature (if Volunteer is under 18)

Date



Table of Contents

Welcome Letter	1
Zoo Management	2
Mission and History	2
Becoming a Volunteer	2
Expectations	3 - 4
Benefits	5
Volunteer Office	6
What is a Zoo Volunteer?	7
Standards of Conduct	8
Volunteer Policies	
Appearance	8
Attendance	9
Celebrities	9
Cell Phones.....	9
Commitment.....	9
Confidentiality	9
Drugs and Alcohol.....	10
Employment	10
Equal Opportunity	10
Introductory Period	10
Media Representation.....	11

Termination of a Volunteer/Assignment: Termination of an assignment may be at the discretion of the volunteer, area supervisor, or of the Manager of Volunteer Programs. Volunteers who wish to discontinue their volunteer assignment should do so in writing with the Manager of Volunteer Programs. Volunteers may be asked to provide feedback about their experience so that we can continue to improve our program.

Failure to adhere to the policies of the Greater Los Angeles Zoo Association and the Los Angeles Zoo may result in disciplinary action up to and including immediate dismissal from the volunteer program. Personnel of the Greater Los Angeles Zoo Association (GLAZA) or Zoo staff has the right to ask a volunteer to leave the facility immediately.

Grounds for immediate dismissal may include, but are not limited to:

- Failure to follow directions
- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Having illegal substances in your possession
- Theft of property or misuse of organization funds, equipment or materials
- Misusing your GLAZA identification badge or volunteer privileges.
- Falsifying statements on the application and during the interview process
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of patrons, staff, other volunteers, or animals
- Releasing confidential information
- Unwillingness to support and further the mission of the organization

Restricted Areas	11
Right of Publicity	11
Signing up	11
Smoking	11
Swearing	11

Volunteer Procedures

Emergency	12
Using "VIC"	13
Reassignment	14
Grievance	14
Termination	15

Welcome!

The roles that volunteers play at the Los Angeles Zoo are as varied as the volunteers themselves and we are happy to have you as a member of the team. The work that you will do here will greatly contribute to our mission to *nurture wildlife and enrich the human experience*. You will also be a member of an organization that strives to achieve its goals of education, recreation, conservation and scientific research. These common goals are what bind together Zoos and Aquariums from around the world.

As you begin this experience you will serve as a representative of the Greater Los Angeles Zoo Association and the Los Angeles Zoo and Botanical Gardens. It is vitally important that all of our staff members—paid or volunteer—always display a friendly and cooperative attitude with Zoo employees, other volunteers and our patrons. In exchange, you will feel confident that you are contributing to a worthwhile organization that values your time, efforts, creativity and passion for all life. This experience is like no other.

This handbook is designed to be a guide in helping you understand what it means to be a volunteer at the Los Angeles Zoo, what our expectations are and what you can expect from us. If you should have any questions about the information presented in this handbook, please do not hesitate to contact the Volunteer Office.

Have fun and thank you for your commitment!

Connie Morgan, President
Greater Los Angeles Zoo Association

Because of the great safety need to have volunteers signed in whenever they are on Zoo grounds, we track the frequency of each volunteer's Hours Adjustment Forms.

Reassignment: From time to time volunteers may wish to try out a new position within the volunteer program to gain different experiences. Volunteers must complete a job transfer form (located in the Volunteer Office) and discuss their wishes with the Manager of Volunteer Programs. Efforts will be made to accommodate individual preferences, but this may not always be possible as the need for volunteers in different divisions varies.

Grievance: While conflicts between members of the Zoo team are rare, they do occur. Volunteers have the right to voice their opinions and feelings in an environment free of judgment. The moment a conflict occurs, use the following guidelines for reporting the incident. Please do not let feelings fester.

- Report the incident to your area supervisor immediately.
- Follow up on this with a written report to the Manager of Volunteer Programs of the incident and your conversation with the area supervisor.
- If the problem was corrected by the area supervisor, a copy of the written report will be acknowledged and filed in the Volunteer's permanent file. If further action is necessary the Manager of Volunteer Programs will follow up with the volunteer and take necessary action.
- If the volunteer feels that the corrective action taken has not solved the problem it should be brought to the attention of the Manager of Volunteer Programs immediately.

If you are injured: If you are injured while on zoo grounds, you must notify your direct supervisor immediately to fill out an accident report form **on the same day that the incident occurs**. Further instructions will be given when you have completed the accident report. If you are seriously injured and require first aid or any type of medical attention, please contact Security directly, they will notify the Volunteer Office.

Using Volgistics Sign-in computer: Please remember to sign in when you arrive for your assignment and sign out when you leave. This is necessary in order for us to keep accurate records for:

- Emergency evacuation procedures
- Insurance rules
- Justification for grant proposals
- Documentation for award pins
- Documentation for administrative reports
- To document minimum requirements for an assignment

There are two touch screens available for volunteers to sign in, sign up for events, receive "VIC" (Volunteer Information Center) notifications, and view your hours. Each volunteer will receive the appropriate training needed to perform each of these functions prior to or on their first day of volunteering.

Should you forget to sign in upon arrival, "Hours adjustment forms" are available next to the touch screen computers in the Volunteer Office. Simply complete the form and drop it in the box labeled Hours Adjustment Forms. You may also post your hours via your Volgistics web-link. Please allow approximately 2 weeks for the hours to be credited to your timesheet.

Should you forget to sign out the computer will automatically sign you out at the end of the day and give you one hour credit. To adjust this credit you will need to fill out the Hours Adjustment Form.

Zoo Management

The Los Angeles Zoo and Botanical Gardens is a city owned and operated facility. The day to day operations are overseen by the Zoo Director. Under his direction, city, GLAZA and Service America (concessions and gift stores) staff, and volunteers carry out the daily functions of the facility.

The Greater Los Angeles Zoo Association (GLAZA) is a nonprofit corporation created to support the Los Angeles Zoo in its mission to "nurture wildlife and enrich the human experience." GLAZA's primary responsibility is to seek and provide financial support for the Zoo's programs and capital projects. GLAZA performs other support functions as requested by the Zoo Director.

The Los Angeles Zoo's Mission

"To serve the community, the Los Angeles Zoo will create an environment for recreation and discovery; inspire an appreciation of wildlife through exhibitory and education; ensure the highest level of animal welfare and support programs that preserve bio-diversity and conserve natural habitats."

History of the Volunteer Program

The volunteer programs at the Los Angeles Zoo began before the Zoo opened in its current location on November 28, 1966. The first group of volunteers consisted of six Docents. Today the volunteer program boasts nearly 900 volunteers who participate in various aspects of animal care, zoo administration, and education that exists on our 113 acre facility.

Becoming a Volunteer

All applicants must complete and sign an application.

All applicants must complete the appropriate orientation and interview for a position.

Upon acceptance into the program all volunteers must submit a negative tuberculosis evaluation annually, and undergo a background check.

All volunteers must purchase and wear a volunteer name badge and uniform appropriate for their job assignment.

What GLAZA Expects From You

- 1 Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly.
- 2 You are expected to cooperate with staff and your fellow volunteers and maintain a good team attitude.
- 3 You are expected to grasp opportunities for personal development that are offered to you whenever possible.
- 4 We expect you to voice your opinions and contribute your suggestions in a constructive manner to help us improve the quality of the GLAZA Volunteer Programs and the Los Angeles Zoo.
- 5 You will attend all training sessions scheduled for your assignment.
- 6 You will sign in each time you arrive for an assignment and sign out upon completion of your assignment.
- 7 You will inform your immediate supervisor as soon as possible of any planned absence or tardiness.
- 8 You will insure that you wear both your uniform and ID badge at all times.
- 9 You will report for all duty on time.
- 10 All volunteers must complete an emergency form annually or immediately upon change of information.
- 11 All volunteers, regardless of assignment, must provide a negative tuberculosis (TB) test on an annual basis.
- 12 All volunteers must undergo initial fingerprinting procedure before volunteering can commence.
- 13 All volunteers must be neat, clean, and well groomed at all times.

Volunteer Procedures

Emergency procedures: There are two types of emergencies at the Los Angeles Zoo: those which require evacuation and those which do not. Examples of emergencies which may require evacuation are weather, fire, large earthquake, and dangerous animal escapes. In the event of a disaster, if you are not sure if an evacuation is necessary please head toward the exit and stop by the Children's Discovery Center. If an evacuation is necessary you may have already heard of it from security, Zoo staff, or you'll find an evacuation sign posted on the door. Please exit the Zoo immediately and direct any patrons along the way to the exit. All volunteers should report to the parking lot to sign in with a staff person from the Volunteer Division at flag #23. Please do not leave until you have checked in with volunteer office staff and Security gives the all clear. It is the only way that we can account for everyone.

For non-evacuation emergencies please remove yourself and any patrons in immediate danger from the area. Collect as much information about the event as possible and notify security immediately. If a patron is having an emergency, i.e., they have collapsed, please notify security immediately. Be sure to give them as many details about the incident as possible, such as location and a description of the person. Please stay with the person until security arrives. ***Do not call 911.***

Reaching security: On the back of your name badge you will find security's full telephone number (323) 644-4258. Some volunteers choose to carry their cell phones with them while on Zoo grounds. If you don't carry a cell phone with you security can be reached by dialing their extension (44258) from any Zoo phone. Please keep in mind that phones can be found in any office or permanent snack stand throughout the Zoo. The other option is to notify members of staff, animal care, or grounds maintenance who carry radios. If you find one of these staff members before you find a phone, ask them to radio security.

Media Representation of the Los Angeles Zoo and GLAZA:

Like employees, volunteers are not authorized to speak to the media without the express consent of the Zoo Director, Director of PR/Marketing, or the GLAZA President. All media inquiries should be directed to the Press Room section of our website or to the Division of Public Relations and Marketing. Media includes any type of publication such as the press, television, radio, or the internet.

Restricted Areas: For your safety as well as for the safety of Zoo animals, volunteers are expected to observe all posted restricted area signage. Permission may be granted to those who require access to an area vital to job function only.

Right of Publicity: The volunteer irrevocably gives his or her unrestricted permission to the Los Angeles Zoo and the Greater Los Angeles Zoo Association the absolute right to copyright, use and/or publish names, photographic images or likeness on videotape in which the volunteer may be engaged in a volunteer activity. The volunteer waives the right to inspect or approve the finished product and to any monetary compensation. Objections to such use of images and video must be done so in writing and addressed to the Manager of Volunteer Programs.

Signing up: Volunteers must sign up in advance to volunteer for an assignment; it is the only way that we can prepare adequately for your arrival. It also helps to eliminate recruitment phone calls that are not needed. Signing up for most assignments is available via the Volgistics web link or on the touch screen. You can also email or call the Volunteer Office and we will happily sign you up.

Smoking: For the health and safety of the animals there is no smoking in Griffith Park, with the exception of the Zoo's parking lot. Therefore, smoking in buildings, in public areas, and in any role in which the volunteer is serving as a representative of the Zoo or GLAZA is strictly prohibited.

Vocabulary Etiquette: When in uniform, volunteers are a representative of GLAZA and the Los Angeles Zoo; therefore, professionalism is a must. Foul language whether directed at someone or in casual conversation is not permitted.

What You Can Expect From GLAZA

As a GLAZA volunteer have the right to:

- 1 Receive a position description for your assignment
- 2 Be assigned appropriate assignments according to skill, interests, availability, and training.
- 3 Be given appropriate expressions of appreciation and recognition.
- 4 Receive orientation, training, and supervision for approved assignments.
- 5 Receive weekly communication from the volunteer office keeping you up-to-date on events at the Zoo.
- 6 Expect that your time will not be wasted by lack of planning, coordination, and cooperation within the organization.
- 7 Receive regular feedback about job performance.
- 8 Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation, and commendation.
- 9 Be treated as a fellow staff member who contributes to the goals of GLAZA and the Los Angeles Zoo through your volunteer efforts.
- 10 Have all these things done in a spirit of friendliness and cooperation so that GLAZA will continue to be known as "a great organization to volunteer for!"

BENEFITS

Benefits of volunteering at the Los Angeles Zoo include:

- ✓ Development of marketable skills for future career opportunities
- ✓ Training and other learning opportunities
- ✓ Documentation of training and work experience
- ✓ Free admission to the Zoo for the volunteer only (must be in uniform at the time of entrance)
- ✓ 10% discount on food purchases within the Zoo (must be in uniform at time of purchase)
- ✓ 20% discount on gift store items (must be in uniform at time of purchase)
- ✓ Special recognition for **active** volunteers on an ongoing basis
- ✓ Invitations to volunteer social events
- ✓ Knowledge that you are donating your time to a worthy cause and that your assignments directly benefit the mission of the Los Angeles Zoo

Drugs and Alcohol: The use of alcohol or any controlled substance greatly impairs a person's judgment and performance. To protect all of the Zoo's employees, volunteers and patrons from harm, we enforce a zero tolerance policy with respect to drug and alcohol use. More specifically, the possession, consumption, sale or use of alcohol, controlled substances, or illegal drugs by a volunteer is prohibited on Zoo property, in vehicles owned by the Zoo or GLAZA, in personal vehicles used for Zoo business or while on Zoo business. Volunteers who violate this policy will be terminated immediately and not permitted to return to the Zoo.

Employment: In some cases, volunteers may be uniquely qualified for paid positions available at the Zoo or GLAZA. We encourage all interested and qualified volunteers to apply for openings as they occur. However, only the best candidate for the job as determined by the position supervisor, GLAZA President and Zoo Director will be hired. ***Volunteering at the Los Angeles Zoo does not guarantee a job applicant employment.***

Equal Volunteering Opportunity: GLAZA provides equal volunteering opportunities for everyone regardless of age, sex, race, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the duties of a given assignment, as well as the volunteer's demonstrated reliability.

Introductory period: Your first thirty hours of service are considered an Introductory Period. This Introductory Period is a try-out time for both you as the volunteer and GLAZA as an organization. This Introductory Period will be a time for you to get to know your fellow volunteers, Zoo staff, and the tasks involved in your position. You will receive training for your assignment(s) and work closely with the Zoo and Volunteer Office Staff. During this Introductory Period you are encouraged to give your comments and ideas as well as address any questions or concerns that you may have. At the conclusion of your Introductory Period a review of your position may occur.

Volunteer Office

Volunteers may purchase and wear the volunteer ball cap or choose to wear one of their own. However, it must be free of logos and bold design.

Attendance: There are many different ways in which volunteers can contribute to the Los Angeles Zoo and each of those positions hold a minimum time commitment. As with any employee, you are expected to call if you cannot make an assigned shift. Remember, both paid staff and fellow volunteers depend on you to show up! Excessive absences may be cause for termination from the Volunteer Program. If you plan to miss an assigned day, please inform the Volunteer Office and your direct supervisor so that a replacement can be located.

Celebrities: Being located so close to Hollywood, celebrities come with the territory. In many cases, celebrities may even attend fund-raising or VIP events that are sponsored by the Zoo. Whether they are here visiting with family or supporting a Zoo event, all volunteers must refrain from making the celebrities presence known or behaving in an obtrusive manner. This includes asking for autographs or pointing out the fact that a certain celebrity is on grounds. Their right to privacy must be respected at all times.

Cell Phones & Cameras: Please refrain from using your cell phone or camera while you are on duty. It is important that our patrons feel that they have our undivided attention during their visit.

Commitment: Depending on your assignment, you may be asked to sign a letter of commitment for a pre-determined amount of time as specified on the individual position description. A signed copy of each commitment will be kept in your permanent file. General Volunteers must maintain at least 25 hours of service each calendar year to be considered an active member of our volunteer staff.

Confidentiality: Certain volunteer positions may expose volunteers to sensitive or privileged information about the Los Angeles Zoo, GLAZA, other volunteers or employees. It is expected that all such information will be kept confidential; the volunteer will be held responsible for any misuse of information.

The Volunteer Office is currently staffed by one full-time Manager of Volunteer Programs and one full-time Volunteer Coordinator. In addition, the Docent Office is voluntarily staffed by one Docent Chairman and one Assistant Docent Chair. Together we oversee 900 active volunteers as well as many other episodic volunteers who are looking to fulfill service learning project hours at the Zoo. We also work with community / corporate groups who wish to donate their services on a one-time-only basis.

In addition to the day-to-day administration of the program, office staff spends much of its time planning recognition and social events, planning and administering volunteer training programs, recruiting volunteers for many Zoo special events, keeping volunteers informed of Zoo happenings through weekly updates, website and email, and a host of other activities. As you can see, we are a busy group of people! But, we never want to be too busy to serve the Zoo's number one supporters, our volunteers. You can help us to better serve you! Here's how:

- Keep us informed of changes to your personal information.
- Keep us informed of schedule and volunteer status changes.
- Make good use of the resources that we provide to you: the weekly ZooNooz email, bi-weekly GnuS newsletter, and morning meetings.
- Utilize your Volgistics web link to post hours or sign up for events.
- Help us keep track of requests by providing us with a written note either by email or by placing a note in the appropriate inbox.
- Offer constructive criticism where helpful.
- Please be patient! Though we try to keep the office open 7 days a week and respond to messages quickly, it's just not always possible. This doesn't mean that we value your services any less, it just means that we need more of you!

WHAT IS A ZOO VOLUNTEER?

Anyone who donates their time to the Los Angeles Zoo or the Greater Los Angeles Zoo Association without compensation is a Volunteer. Although each person fitting the description above is considered a Volunteer it is often helpful to understand the difference in the variety of volunteers at the Zoo.

City Volunteers: Volunteers who participate in the animal keeper and animal health (vets) programs. This program is administered by the Zoo's Human Resource and Animal Care divisions.

General Volunteers: Volunteers who provide administrative support, prepare animal diets, participate in the research and enrichment programs. They may also work in the Children's Zoo, at our special events, at Hot Spots, the CCRZ, and the Bird Show among other duties. In short, all volunteers who are not city volunteers and do NOT participate in the Docent or Student Volunteer training, and are at least 16 years of age.

Docents: Volunteers who successfully complete a 23-week training program to become volunteer educators both on Zoo grounds and during community outreach programs. See the Docent Roster for a complete list of committees.

Student Volunteers: High school students who successfully complete a 13-week training program to help educate our patrons about matters of ecology and conservation.

Community Service/Service Learning Volunteers: Open to those in school or community groups of 10-20 individuals. These volunteers help us with our special events and office projects when available.

Corporate Volunteers: From time to time the Zoo may receive assistance from corporate volunteers to help us fulfill our mission. They may assist with activities such as special events and enrichment workshops.

Standards of Conduct

By accepting a volunteer position with us, you have a responsibility to GLAZA, the Los Angeles Zoo, and to your fellow volunteers to adhere to certain guidelines of conduct. GLAZA tries to keep rules to a minimum. The purpose of these rules are not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Volunteer Policies

Generally speaking, we expect each volunteer to act in a mature and responsible way at all times. Questions concerning any volunteer or safety policy should be directed to the Manager of Volunteer Programs. If a volunteer violates any rules established by GLAZA or the Los Angeles Zoo, that person may be subject to discipline up to, and including, immediate dismissal.

Appearance and Dress Code: All volunteers shall be neat and clean in their person and attire when on duty. Volunteers are responsible for purchasing their uniforms as well as for its care and laundering.

You may wear khaki pants, shorts, or a skirt with your uniform shirt. In addition, General Volunteers may choose to wear blue jeans in place of khaki pants. However, they must be free of stains and holes. In addition, all shorts and skirts must completely cover your thighs, and rest at the waist. If you arrive dressed to the contrary you will be sent home to change.

Shoes should be comfortable and suitable for traversing the Zoo's many hills; closed-toe shoes are a must.

All volunteers must wear their name badges while representing the Zoo and GLAZA whether your assignment is on grounds or off-site. You're first name badge will be supplied free of charge. Additional or replacement name badges will be charged to the volunteer. Docents, please review the Docent by-laws for additional requirements.