

POTTER PARK



Volunteer Guide

OUR MISSION

Inspiring people to conserve animals and the natural world.

Congratulations and welcome to the Volunteer Program at Potter Park Zoo!

This Guide will inform you of some of the more important things you will need to know as a Zoo Volunteer. The rest will come from hands on experience.

So, ask questions as needed, relax, and enjoy!

We are here to support you on this fun and exciting adventure!

Before you get started, please put these numbers in your phone!

Public Safety: (517) 230-3790

Welcome Center: (517) 244-8002

Kelly Gibson: (517) 342-2717 (office)

*To view upcoming volunteer opportunities, go to **MyVolunteerPage.com**.

Login to your account.

Then, click the "OPPORTUNITIES" tab to view upcoming Volunteer Opportunities.

To contact Kelly Gibson, Volunteer & Membership Coordinator:

Email: ppzvolunteer@ingham.org

Office Phone: (517) 342-2717

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HISTORY OF POTTER PARK ZOO

A gift of property from James and Sarah Potter in 1915, and the transfer of a bear, deer and raccoons from Moores Park in 1920 were the beginning of Potter Park Zoo, the oldest zoo in the state of Michigan and one of the oldest in the Midwest Region.

In the early 30's, Monkey Island (no longer existing), the Bird House and small moats were built. The Feline/Primate Building and the large Park Pavilion were built following the Great Depression. Additional renovations have taken place over the next several years and we continue to make improvements.

A new Animal Care Facility was opened in 2002. The currently facility serves as a surgery, nursery and recovery area for the zoo's animal residents, as well as quarantine quarters when needed. Veterinary care is provided by a full-time veterinarian, Dr. Ronan Eustace.

Throughout the zoo's history, exciting changes have taken place; animal residents have come and gone; exhibits have been built, remodeled, and some removed. With the guidance of a strategic plan in place, more exciting changes are on the horizon. Visit potterparkzoo.org to see what's happening.

CORE VALUES

We will advocate, respect, and care for co-workers/volunteers, guests, the facility, and the animals by demonstrating these values:

Positivity

- Display a positive attitude
- Work with purpose, passion, and energy
- Take time to celebrate successes of self and others
- Positively interact with zoo visitors to ensure they have a great experience
- Encourage inclusion in all interactions

Teamwork

- Directly, openly, and honestly communicate
- Listen and value others questions, concerns, and ideas
- Demonstrate the mindset that "None of us are as smart as all of us"
- Help others to do what needs to get done
- Be accountable – take ownership for projects and do what you say you are going to do

Creativity

- Challenge the way we have always done it
- Think outside the box – look for new and innovative ways to do things
- Pursue improvement – strive to further your knowledge and skills and learn from others

ZOOLOGICAL SOCIETY VS

INGHAM COUNTY OPERATIONS

- Supports Zoo by raising funds through:
 - Membership Program
 - Producing Family Events
 - Grant Writing
 - Educational Programing
 - Fundraising Activities
- Includes:
 - Executive Director
 - Communications Manager
 - Special Projects Coordinator
 - Funds Development Assistant
 - Logistics Specialist
 - Volunteer/Membership Coordinator
 - Education Department

- Supports Zoo by:
 - Maintaining animal welfare
 - Maintaining facilities and grounds
 - Running Admissions, Gift Shop, and Concessions
- Includes:
 - Zoo Director
 - Animal Curator
 - Animal Care Staff + Veterinary Team
 - Maintenance Team
 - Seasonal Staff
 - Guest Services Staff
 - Public Safety

VOLUNTEER ROLES



WHEN YOU'RE VOLUNTEERING

Nametags

Nametags can be picked up at the front counter upon arrival for Events Volunteering when you sign-in for your shift. Please remember to leave your nametag at the front counter when you sign-out at the end of your shift. Please wear Volunteer nametags when volunteering at the Zoo. If you are coming to volunteer as an individual, your nametag will be available in the Volunteer Office.

Arrival/Sign In/Out Procedures

When you arrive at the Zoo for volunteering, please let the Parking Booth and Admission Gate know you are here to volunteer and they will let you in free of charge.

Please be sure to SIGN-IN upon arrival, using either your smart phone, MyImpact App, the Sign-in iPad in the Volunteer lounge, or if this is a larger event, the sign-in sheet on the Discovery Center Desk Counter.... AND SIGN-OUT the same way you signed in before you leave. We keep records of volunteer service hours in order to assess future volunteer needs, target recruitment, and schedule volunteer activities. These records also serve as evidence of community support when it comes to fundraising and otherwise promoting the Zoo. Equally as important, signing in when you arrive at the Zoo enables staff to locate you in the event of an emergency.

Whether you're a student, applying for a job, or just curious, you may at times want to know the amount of volunteer hours you have. You can always look up this information in the MYIMPACTPAGE.COM Hours section of your volunteer account.

Dress Code and Appearance

All volunteers will receive a FREE Potter Park Zoo Volunteer Team t-shirt. Volunteers are encouraged to wear their shirts at any and all volunteer opportunities, but it is not required.

Clothing should be neat and clean, and without stains or holes. No bare midriffs or low cut necklines. Shorts that are mid-thigh or longer are allowed. Please refrain from shirts with obscene logos or messaging. Always wear closed toe shoes.

Always consider what you will be doing that day and dress accordingly – especially if you will be working outside. Potter Park Zoo is a rain-or-shine venue, so we highly suggest wearing layers to your volunteer opportunity. Additionally, you may consider bringing a reusable water bottle with you to stay hydrated during your shift.

Attendance

If you are unable to work a scheduled assignment, please notify the Volunteer Coordinator as soon as possible, so a substitute may be found. We understand situations may arise beyond our control, such as illness, or other unforeseen circumstance.

If you are unable to make your volunteer shift, we ask that you make every effort to contact us as soon as possible if you are facing such a situation. You may always contact the Volunteer Coordinator by email, office phone, or cell phone. If it is after hours, cell phone is the best means of affective communication.

Because Zoo staff (and our guests) depend on you to be at your volunteer assignment as scheduled, please arrive on time and remain until the end of your scheduled shift.

Code of Conduct

Your personal conduct is vital to making the Zoo a fun, friendly, and educational place for all who visit and work here.

Volunteers should always:

- Be approachable, friendly, helpful, and courteous.
- **Be flexible, cooperative, and supportive of all Zoo volunteers and staff members (including GUEST or GROUP Volunteers).**
- Be well informed and knowledgeable when presenting information to Zoo guests.
- Ask questions—zoo staff is always here to help.
- Help ensure the safety and wellbeing of guests and animals in the Zoo.
- Help ensure the care and safety of all facilities, equipment and materials in the Zoo.

Volunteers should not:

- Participate in any conduct that may endanger the well-being of a Zoo volunteer, staff, guest, or animal.
- Engage in offensive conduct or use profane or inappropriate language.
- Use Zoo materials or equipment for unauthorized or personal projects.
- Take property belonging to the Zoo, another volunteer, Zoo staff, or guest.
- **Engage in non-volunteer related cell phone usage including texting, social media, etc. while wearing your Volunteer Nametag.**
- Smoke on zoo grounds.
- Be under the influence of alcoholic beverages, illegal drugs, or other intoxicants.

IN CASE OF EMERGENCY

In the event an emergency occurs, Volunteers are expected to remain calm and reassure the public.

Injury

Immediately call Public Safety at 517-230-3790. If a Zookeeper is nearby and time is of the essence, request their help. They are trained in emergency first-aid.

Minor Injury

Sometimes a person has minor injuries and requests a Band-Aid. First Aid Kits are located in the Restaurant, Discovery Building, and Welcome Center. The Zookeepers Lounge also has a First Aid Kit, however, you will need their assistance in order to retrieve it.

YOU ARE NEVER TO APPLY BANDAIDS OR FIRST AID.

Fire

In the event of a fire, immediately call Public Safety at 517-230-3790. Calmly remove yourself and zoo guests away from the vicinity of the fire. This will help keep guests safe and allow emergency responders to reach the fire without obstructions.

Emergency Weather

In the event of severe weather in which immediate shelter is needed, there will either be an emergency siren or a notice over PA system. Escort all guests nearest you into the interior of the closest building. **DO NOT GO INTO THE ANIMAL HOLDING AREAS!** Follow the instructions of any zoo staff who may be present. There will be an announcement over the PA system signaling the “all clear” when the severe weather threat has passed.

Animal Escape

If you see an animal outside its enclosure, immediately call Public Safety at 517-230-3790. One of three codes will be issued:

CODE **GREEN**: for ALL Animals

Whenever an animal escape code is issued, the zoo will go into lock-down. All exits to the zoo will be secured and locked in order to contain and capture the animal. You may not know what the animal is unless you are the one who reported it. Regardless of whether the animal is a Lion or a Llama, the procedure is the same.

Calmly move guests into the nearest building. Do not speculate on the details to what is happening. Simply tell guests an animal has gotten out of its enclosure and we need to move into a building. Once you are in a building, stand at the entrance to watch for anyone who remains outside and direct them inside to safety. **DO NOT move away from the safety of the building until the “all clear” is given.** We cannot legally prevent a guest from exiting a building, but we must explain the danger involved and firmly suggest they remain inside until the emergency has passed. Zoo staff will let you know when it is safe to leave the building.

PPZ Lost Child/Parent

CODE ADAM – GENERAL OVERVIEW

A CODE ADAM is called when there is a reported lost child by a parent/guardian.

If a CODE ADAM is in progress:

1. There will be an announcement over radio
2. The Zoo will go on LOCKDOWN. No one will be allowed to come in or out of the Zoo
3. All of the Zoo Staff will sweep the Zoo for the lost Child or Parent
4. Once the Child or Parent is found, they will be taken to the Welcome Center

CODE ADAM BROADCAST

If you are made aware of a CODE ADAM situation in progress:

1. Immediately check your surrounding area for the lost child.
 - a. If your surrounding area is clear, continue on your assigned task/project while diligently examining guests for anyone that meets the child's description.
 - b. If you are near the front and the zoo has gone into lock-down, politely let the guests know there is a lost child and it is the zoo's policy not to let anyone in or out until the child is located.
 - c. If you find the child, call Public Safety and follow the instructions given.
2. Once the child has been reunited with his/her parent/guardian, a radio broadcast will state "Clear of CODE ADAM" and normal activities will resume.

PARENT REPORTING A LOST CHILD

If a parent/guardian notifies you they have lost their child:

1. Help the parent/guardian look for the child in the immediate area. If the child is not found in the vicinity within minutes, immediately call Public Safety at **517-230-3790** to report a CODE ADAM.
2. Ask the parent/guardian for the following description information and relay that information to Public Safety:
 - a. Child's name
 - b. Age
 - c. Gender
 - d. Height
 - e. Ethnicity
 - f. Hair color, length, texture, etc.
 - g. Distinguishing marks/features
 - h. What is the child wearing?
 - i. **Color and design of child's shoes (More important than any other clothing description.)**
 - j. Where was the child last seen?
 - k. Does the child have an existing condition we should be aware of?
3. Reassure the parent/guardian by telling them the zoo is now going into lock-down and all is being done to find their child as quickly as possible.
4. **Do not leave the parent/guardian** until they have been reunited with their child or until a Public Safety Officer or zoo staff member relieves you of the task.
5. If the child is found by the parent/guardian, immediately call Public Safety and escort the parent/guardian and child to the Welcome Center – unless otherwise instructed by Public

Safety. A zoo staff member or Public Safety Officer will assist the parent/guardian in completing necessary documentation.

DISCOVERING A LOST CHILD

If you find a child who has become separated from his/her parent/guardian:

1. Identify yourself to the child as a volunteer. Tell them your name and ask them theirs. Sit or kneel down to their level and speak in a friendly, comforting, and age appropriate manner.
2. Ask the child who they are with and where they were when they last saw their parent/guardian. Try to get as much information from the child as you can.
3. If their parent/guardian is not found in your immediate area, call Public Safety at 517-230-3790. Provide them with as much information about the child as possible.
4. Remain with the child and comfort them while waiting for Public Safety to come and escort the child to the Welcome Center.
5. Once Public Safety has taken over the situation, call Volunteer Coordinator (or supervising Zoo Staff) to inform them of the situation.
6. Continue with assigned task.

Important Rules to Remember

1. Never be alone with the child inside a building or a secluded area on grounds.
2. Never offer food or drink to a child.
3. Never pick up or carry the child (unless the child is in immediate danger).
4. Always follow instructions from zoo staff or Public Safety officers.
5. **Never release a child to anyone except Zoo Staff or Public Safety. They are the ONLY people authorized to release a child to a parent/guardian.**

ASSOCIATION OF ZOOS AND AQUARIUMS (AZA)

Potter Park Zoo is proud to be an accredited member of the Association of Zoos and Aquariums (AZA). AZA Accreditation signifies excellence in and commitment to animal collection management, veterinary care, ethical practices, facilities' maintenance, staffing, conservation, education, safety and security, and responsible financial management. AZA zoos and aquariums are places where people connect with animals. As such, we are dedicated to providing for the health and welfare of our animals and fostering respect for those animals and their environment.

Potter Park Zoo is active in the following AZA conservation programs:

- Species Survival Plan® (SSP)
- Studbooks and Population Management Plans (PMPs)
- Taxon Advisory Groups (TAGs)

For more information about the AZA, visit their website at www.aza.org.

POTTER PARK ZOO AND SCHOOL EDUCATION

Two of PPZ's education programs have been featured at the AZA annual conference - in sessions about intensive learning at zoos.

1) The BIG Zoo Lesson is a unique tool for teaching conservation and developing sensitivity to the natural world. It is a model study for grades 2-6 that can be replicated at other zoos.

2) Eaton Regional Education Services Agency offers a high school class through Potter Park Zoo called "Zoo and Aquarium Science." This program educates older students about career opportunities in animal science. The curriculum focuses on zoo structure and management, anatomy and physiology, caring for animals in captivity, conservation and education.

Potter Park Zoo has an unwavering commitment to conservation and education. We look forward to our continued relationship with the AZA to further our mission.

PROGRAMS AND EVENTS

If you'd like to learn more about the programs and events at Potter Park Zoo, check out our website: <https://potterparkzoo.org/>. There is a lot of information that Zoo guests could potentially ask you about. If you get asked a question and don't know the answer, feel free to point them to our Zoo Map, Website, or Welcome Center.

HOURS AND ADMISSION

Potter Park Zoo is open every day of the year except for December 25th.

Zoo Hours

April 1 thru Memorial Day	Daily – 9:00 a.m. to 4:00 p.m.
After Labor Day thru October	Daily – 9:00 a.m. to 5:00 p.m.
November 1 thru March 31	Daily – 10:00 a.m. to 4:00 p.m.

Admission Prices

April – October

Resident Adult	\$6.00	Non-Resident Adult	\$12.00
Resident Senior	\$5.00	Non-Resident Senior	\$11.00
Children (age 3-12)	\$5.00		
Children (ages 0-2)	FREE		

November – March

All Adults	\$4.00
Children age 3-12	\$3.00
Children under 3	FREE

*Resident refers to anyone living in Ingham County.

*Kids under 16 must be accompanied by an adult.

*Residents are admitted on non-holiday Mondays from 9 a.m. (or 10 am seasonally) to noon for FREE.