

POTTER PARK



Welcome to the Potter Park Zoo Ambassador Program!

Thank you everyone for being a part of our pilot year of the Zoo Ambassador program. We are all incredibly excited to have you on this journey with us, and look forward to growing this program through your participation and feedback.

To sign-up for volunteer opportunities, go to www.potterparkzoo.org/the-falcon-nest and click on the “Volunteer Event Sign-Up” tab.

To contact Arielle Creps, Volunteer Coordinator:

Email: ppzvolunteer@ingham.org

Office Phone: 517-244-8023

Cell Phone: 517-505-755

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Training Session Outline:

Our two Zoo Ambassador training sessions will be held on Monday, June 18th and Monday, June 25th at 5:30pm in the Safari Room. Please make sure you are able to attend both. If a conflict occurs, please give us a call at 517-244-8023. Arielle will be happy to make other arrangements.

In our training sessions, you will become more familiar with the members of the Events Team and their role here at the zoo. Each presenter will talk about how you as a Zoo Ambassador can participate in numerous areas through individual projects, group volunteering, and more opportunities.

We don't expect anyone to come out of these trainings an expert. We hope that you gain an excitement and confidence in taking on new roles as a Zoo Ambassador, and feel comfortable asking any Zoo Staff member questions.

Training Session 1:

Arielle Creps, Volunteer Coordinator

Welcome & Introduction to the Program

Zoo Ambassador Opportunities

Adrian Ramirez, Events Technician

Behind-the-scenes of Public & Private Events

Tour of the Pole Barn

Training Session 2:

Jen Rostar, Director of Events & Member Services

What does the Events Team do at the Zoo?

Private vs. Public Events

Venue Spaces at the Zoo

Deb Cadle, Banquet Coordinator

Food Service

Tour of the Kitchen, Pantry, and Campground

Events Team Contact Information:

Below is the contact information for the members of the Events Team as well as Public Safety. If you are comfortable doing so, it is suggested that you put these numbers into your cell phone so that you always have them on hand. Never hesitate to call staff if you have any questions or concern.

If you are unable to make your shift or have questions/comments about your Zoo Ambassador Experience, please contact the Volunteer Coordinator.

Potter Park Zoo Public Safety
517-230-3790

Jen Rostar, Director of Events & Member Services
517-342-2709
jrostar@ingham.org

Arielle Creps, Volunteer Coordinator & Events Associate
517-244-8023
ppzvolunteer@ingham.org

Deb Cadle, Banquet Coordinator
517-342-2702
dcadle@ingham.org

Kelly Gibson, Membership Coordinator & Events Associate
517-342-2717
kgibson@ingham.org

Adrian Ramirez, Events Technician
517-492-7739
aramirez@ingham.org

Ambassador Program Outline:

The Potter Park Zoo Ambassador Program looks to create the opportunity for volunteers to have a deeper level of commitment and involvement with events, staff, and guests.

Zoo Ambassadors are highly motivated, gregarious individuals that enjoy answering questions, interacting with guests, and have a passion for animals, conservation, and events. With an expanded knowledge of the zoo, Ambassadors are an integral part of the Zoo Team, able to aid in all aspects of events and volunteer opportunities.

Ambassador-In-Training:

The first year of the Zoo Ambassador program, you will be considered an “Ambassador in Training”. During this time trainees will be required to attend All-Star Training Sessions and several key events throughout the year.

Trainees will gain a deeper knowledge of our many public and private events, the volunteer experience, and guest services becoming an invaluable part of the Events Team and the Zoo as a whole.

Ambassador-In-Training Required Events:

Ambassador-In-Training Required Events for 2018:

- 2 training sessions on Monday, June 18th and Monday, June 25th from 5:30-7:30pm
- 2 shifts of Boo at the Zoo
- 2 shifts of Wonderland of Lights
- 2 Food Service Events
 - Summer Private Events
 - Winter Private Events
- 1 Wine & Stein
 - Spring Wine & Stein
 - Winter Wine & Stein
- 10 additional hours

Because our 2018 Program is starting in the middle of the season, we are grandfathering in several of the requirements above.

If you participated in Spring Wine & Stein during 2018, your volunteering will fulfill your “Wine & Stein” requirement. Additionally, any hours you have already given during this calendar year will count towards your “10 additional hours” requirement.

If you are unable to complete any of the requirements listed above, please contact the Volunteer Coordinator as soon as possible. We understand that people’s busy schedules may not allow Ambassadors to fulfill all of the desired requirements, and are happy to make other arrangements on a case-by-case basis.

When Do I Become a Full-Fledged Ambassador?

After completing you Ambassador-In-Training required events at the end of 2018, you will be considered a full-fledged Zoo Ambassador!

Required Events to Stay In Good Standing:

To remain in good standing, full-fledged Ambassadors are asked to complete the following requirements each year:

- Zoo Ambassador Kick-Off Event
- 20 hours of volunteer activities of your choosing
- 5 hours of Public or Private event volunteering

If for some reason you are unable to complete your yearly requirements but still wish to participate in the Zoo Ambassador program, please contact the Volunteer Coordinator as soon as possible to discuss making other arrangements. Each situation will be evaluated on a case-by-case basis.

Ambassador Benefits:

As a Zoo Ambassador you have the special opportunity to be a leader within the Volunteer Program, helping to shape our events and guest experience. As a token of our appreciation, all Ambassadors are eligible for the following benefits:

- FREE Zoo Ambassador T-shirt to be easily identifiable by guests and staff (and look pretty cool, too).
- Zoo Ambassador name tag
- Early access to Event Sign-Ups before they are released to the rest of the Volunteer Team
- The exclusive opportunity to volunteer with our Falconer's Program and animal watches.*
- FREE Potter Park Zoo Membership after the completion of the first year
- 30% discount on purchases at the concession stands, restaurant, and gift shop. You must present your Ambassador name tag or being wearing your Ambassador t-shirt to receive the discount.
- Additional benefits and opportunities will be announced as they become available

*Falconer's Program and Animal Watch opportunities are subject to availability. Some additional training may be required to help with these opportunities. These will be announced as they become available.

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 your control such as illness or other unforeseen circumstance.

You may always contact the Volunteer Coordinator by email, office phone, or cell phone. If it is after hours or the day of an event, 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.

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 and out when 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. Most importantly, signing in when you arrive at the zoo enables staff to locate you in the event of an emergency.

Whether you are a student, applying for a job, or just curious, you may at times want to know the amount of volunteer hours you have. You are always welcome to contact the Volunteer Coordinator regarding your volunteer hours, and they will be happy to provide your hours to you in a timely manner.

Dress Code:

All Ambassadors will receive a FREE Potter Park Zoo Ambassador t-shirt after completing their initial training sessions. Ambassadors are highly encouraged to wear their shirt at any and all volunteer opportunities, as it makes them identifiable by Zoo Staff, other volunteers, and guests as a resource.

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 wearing clothing 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.

Name Tags:

All Ambassadors will receive a specialized name tag identifying their name and their status as a Zoo Ambassador. You will keep this name tag, and must bring it with you to every volunteer opportunity you participate in.

Ambassador name tags must be worn visibly on your shirt at all times when volunteering at the zoo. The Volunteer Coordinator will keep one spare name tag for each Ambassador in case you forget to bring your name tag with you.

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.

Ambassadors should always:

- Be approachable, friendly, helpful, and courteous
- Be flexible, cooperative, and supportive of all volunteers and staff members
- Be well informed and knowledgeable when presenting information to zoo guests
- Ask questions!
- 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

Ambassadors should never:

- 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, staff, or guest
- **Engage in cell phone usage including texting, social media, etc. unless to contact staff or Public Safety**
- 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 – CODE GREEN

If you see an animal outside its enclosure, immediately call Public Safety at 517-230-3790. A CODE GREEN will be issued. Whenever a CODE GREEN 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 - CODE ADAM Policy

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 escort the child to the Welcome Center – unless otherwise instructed by Public Safety.
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:

Child's name

 - a. Age
 - b. Gender
 - c. Height
 - d. Ethnicity
 - e. Hair color, length, texture, etc.
 - f. Distinguishing marks/features
 - g. What is the child wearing?
 - h. Color and design of child's shoes (More important than any other clothing description.)**
 - i. Where was the child last seen?
 - j. 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. Check the immediate vicinity for the parent/guardian.
3. 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.
4. 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.
5. Unless directed otherwise by Public Safety, escort the child to the Welcome Center.
6. Remain with the child and to comfort them while their parent/guardian is located. A zoo staff member or Public Safety Officer will reunite the child an adult and fill out a lost Child/CODE ADAM check sheet.

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.**

Hours & Admission:

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

Zoo Hours

April 1 thru Memorial Day
Daily—9:00am to 5:00pm

Memorial Day Weekend thru Labor Day Weekend
Sat.-Thurs—9:00am-5:00pm
Friday—9:00am-8:00pm

After Labor Day thru October
Weekdays—9:00am-4:00pm
Weekends—9:00am-5:00pm

November 1 thru March 31
Daily—10:00am-4:00pm

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)	\$4.00		
Children (age 0-2)	FREE		

November-March:

All Adults	\$3.00
Children (age 3-12)	\$2.00
Children (age 0-2)	FREE

*Resident refers to anyone living in Ingham County

*Kids under 12 must be accompanied by an adult