



VOLUNTEER ORIENTATION PACKET

**Welcome to Volunteering at
Wildlife Images!**

Volunteers are vital to our park. You will play an important part in wildlife care and education at our center!

The volunteer experience is designed for those interested in joining us in our mission to save wildlife, educate the public and do our part to encourage care and stewardship of our natural world.

Your volunteer experience is what YOU make it. As you prepare to join us, ask yourself –

- Why do I want to volunteer at Wildlife Images?
- What skills am I looking to gain during my time?
- What experiences am I hoping for?

The skills and duties you will be a part of depend on the department you are assigned to. Below are a few examples of what you can expect to be doing in your department.

Resident Care:

- Daily husbandry for resident animals (mammals or birds) - This includes cleaning and diet prep
- Providing enrichment for resident animals
- Special projects including enclosure furnishing
- Those that show their dedication and commitment to volunteering may be allowed to handle animals at events out outreach

Educational Docent:

- Assist guests during open campus as an educational docent
- Provide guided tours to those guests that pay for that experience
- Assist the education staff in presentations off-site, such as school assemblies, community events and special functions
- Assist teachers with youth summer camps, playing games and hosting activities
- Develop and maintain educational props and organize bio-facts.

Maintenance:

- Assist staff in construction Projects
- Help with the maintenance of fences, facilities and special projects

Landscaping:

- Assist staff in keeping the campus free of debris
- Planting, pruning and maintaining shrubs and flowers
- Water plants, installing drip lines

Marketing/events:

- Assist marketing director with stuffing envelopes to mail out
- Hang posters around town for various events
- Set-up/Take-down of event materials

OUR CULTURE and CREED

Wildlife Images is a special place, and everyone that works here, whether they are a volunteer, staff member or intern realize that the work being done makes a huge impact on our local community and the wildlife that call it home. The education and experiences we leave our guests with will make a difference.

The children we work with on a daily basis will be responsible for taking care of this awe-inspiring and magnificent planet we live in after we're done. That is why our motto is - EDUCATE, INVOLVE AND INSPIRE. These words should become part of the way you operate at Wildlife Images in every interaction, whether it be a guest, member of the public bringing us a patient, or a child at summer camp.

You have the opportunity to make a difference ... every time!

WHAT WILL A NORMAL VOLUNTEER DAY FOR ME BE?

Each day will have some sort of routine in it but be prepared that working with and around animals can always lead to unpredictable days. Some days may end up being very different than a "typical" day.

Flexibility and willingness to jump in are a must for any volunteer at Wildlife Images. Volunteers will be scheduled for certain duties during their shifts; there can be variation in duties if there are emergent situations, veterinary visits, events or holidays.

The most important thing to remember is that safety, proper animal care, and daily duties are the priority for everyone that works at Wildlife Images. You will be expected to finish your daily responsibilities before getting to do the "fun extras."

GENERAL POLICIES AND PROCEDURES

The work rules and standards of conduct at Wildlife Images are important, and the Company regards them seriously.

All employees and volunteers are urged to become familiar with these rules and standards. In addition, employees and volunteers are expected to follow the rules and standards faithfully in doing their own jobs and conducting WIREC's business. Please note that any employee or volunteer who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination. See the Misconduct And Disciplinary Action section for more details.

The following guidelines must be followed:

- Expectations are high and the work can be demanding but volunteers are very much appreciated and needed at Wildlife Images.
- Volunteers are expected to always present themselves in a neat and professional manner
- BE THOROUGH! Complete tasks the way you are trained. Complete necessary duties first.

- Animals are our first priority. Always be mindful of your surroundings and animals. Safety is paramount and should be a constant factor in your mind.
- Improper feeding of the animals can be detrimental to their health. If you would like to bring in food for the animals or feed the animals in any way, you must get your supervisor's approval first. The animals cannot be underfed, overfed, or fed treats. Volunteers must follow all feeding regulations and protocols as set forth by the Animal Care Supervisor to ensure the animals maintain proper nutrition and weight. If you take it upon yourself to change any diets you will not be able to volunteer in an animal care position.
- Treat each other with respect. Volunteers are priceless and give their time and effort toward the same goal we all work towards, and we are all part of the same team!
- Cell phones are permitted in behind-the-scenes areas. Please do not use cell phones when around guests or inside animal enclosures. Please see our Media policy for information on photography. You may provide the main phone number for Wildlife Images as an emergency number for friends and family but it may not be used for personal phone calls.
- Wearing headphones or earbuds on shift is not allowed. It is a safety hazard to not be able to hear warnings either on the radio or in person.
- The rehabilitation areas are strictly off limits to everyone, unless you have been assigned in that area.
- It is your responsibility to know your schedule. We ask that volunteers give us prior notice for absences, and let us know as soon as possible if shifts will be missed.
- Schedule changes must be as far in advance as possible. Not all shifts are open at all times.
- If you see something that needs to be done, we always appreciate the help! Folding laundry, sweeping and general help with upkeep is always welcome!
- Inappropriate, subordinate or unsafe behavior can result in your termination. Remember, this is a mutually beneficial situation and we want you to succeed, have fun and help us Save Wildlife!
- We are an inclusive and diverse group that values our mission of Saving Wildlife, and value each other and the work we do - all while having fun!
- Volunteers are expected to volunteer an amount of time appropriate to their position. Animal Care volunteers are expected to volunteer for at least 6 months but are highly encouraged to remain for at least a year due to the time and resources it takes to train someone. Some other volunteer opportunities may be more flexible.
- You must keep up-to-date on what is going on in the park. This means checking in with staff members, interns, and other volunteers in addition to reading the communication notebooks when you sign in.

- Volunteers are expected to sign in daily to record the number of hours they donate. If a volunteer wants to know the number of hours that they have contributed, it is their responsibility to keep track of it themselves. Staff will keep a written record and tally the total hours provided by ALL volunteers but do not calculate individual totals.
- Only volunteers with a valid driver's license on file may operate golf carts.
- Volunteers will be trained on the basic duties of their shifts before they will be allowed to move on to more advanced tasks and privileges.
- There are multiple break rooms available at the park for you to store personal belongings, food, and drinks. There is filtered water available in both break rooms and the education office.
- There are designated areas at the park for smoking. There is no smoking near animal enclosures.
- Make sure you know all rules applying before entering an animal enclosure.
- When using tools and equipment, make sure that they are returned in good condition to the same place they were found.

DRESS CODES

All Staff, volunteers and interns should look neat and professional. The dress code must be followed. If you have any questions if something is appropriate, please ask a staff member.

- No dangling jewelry or large facial jewelry
- Refrain from using perfume or cologne, however, personal hygiene is a must.
- No visible offensive tattoos (remember, professionalism is key)
- Wear closed toed work shoes
- Wear appropriate clothing, devoid of potentially offensive materials.
- Dress for the weather, regardless of outdoor conditions - we work rain or shine
- Shorts are allowed but must be a professional length. Please do not wear short shorts – Keep in mind you will be bending, stooping, crouching, squatting and kneeling.
- They should be mid-length (around 4 inches (+/-) above the knee)
- Volunteers will be given a Wildlife Images T Shirt which should be worn on your shift.
- Torn clothes and clothing with holes are not allowed.
- We recognize that duties are dirty and clothes will likely get stained and bleached in places, which is acceptable to a degree when working. When presenting to the public this should be kept to a minimum.

MISCONDUCT AND DISCIPLINARY ACTION

Professionalism and safety are of the utmost importance. Wildlife Images discipline policy and procedures are designed to provide a structured corrective action process to

improve and prevent a recurrence of undesirable behavior and performance issues. It has been designed consistent with Wildlife Images organizational values. Outlined below are the steps of Wildlife Images progressive volunteer discipline policy and procedure. Wildlife Images reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training, the volunteers work record, and the impact the conduct and performance issues have on the organization.

Step 1: Counseling and verbal warning

If there is an issue with a volunteer's actions/duties, immediate supervisors will discuss the issue directly with the volunteer to reach a resolution. If it is a matter that surpasses this action, the Animal Care Team Leader will be notified, and a meeting with the volunteer may be scheduled for counseling. Counseling and/or verbal warnings are documented.

Step 2: Written warning

If prior issues persist or the infraction is of a serious nature, the immediate volunteer supervisor and the ACE Team Leader will meet with the volunteer and issue a written warning. Formal documentation of conduct or performance issues and consequences will be outlined, along with the plan to resolve issues and corresponding action if they are not resolved. Follow up will be conducted by appointed staff to ensure the plan is followed.

Step 3: Suspension and final written warning

There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the volunteer from the workplace for a designated time frame. When immediate action is necessary, the immediate supervisor may suspend the volunteer pending the results of meetings with the ACE team leader and counseling. Depending on the seriousness of the infraction, the volunteer placed on suspension may be let go immediately, under the advice of the ACE Team Leader.

Step 4: Recommendation for termination from the volunteer program

The last and most serious step in the progressive discipline procedure is a recommendation to terminate a volunteer from the program. Generally, Wildlife Images will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or suspension from the workplace before proceeding to a recommendation to terminate employment. However, Wildlife Images reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, volunteers may be terminated without prior notice or disciplinary action.

Examples of unacceptable volunteer behavior include, but are not limited, to the following, and because of their seriousness, will result in disciplinary action and may be grounds for immediate dismissal without warning:

- Engaging in any criminal conduct
- Any inhumane treatment or harm caused to WIREC animals or animals served through our clinic.

- Failure to observe security or safety rules and practices; failure to wear required safety equipment.
- Any deliberate action that is extreme in nature and/or is detrimental to the Organization.
- Negligence or any careless action that endangers the life, safety, or dignity of another person or animal. Disregarding the safe and proper use of Wildlife Images Rehabilitation and Education Center's property, including all equipment.
- Dishonesty, theft, or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous, disruptive or disrespectful activity in the workplace including malicious gossip and/or spreading of rumors
- Eating or taking any food donated to us for our animals.
- Smoking in the workplace in unauthorized areas
- Sexual or other unlawful or unwelcome harassment
- Unauthorized disclosure of confidential information
- Violation of personnel policies or unsatisfactory conduct
- Other acts determined to be incompatible with the best interests of Wildlife Images Rehabilitation and Education Center.

Management's recommendation to terminate a volunteer from the program must be approved by the ACE Team Leader and Final approval may be sought from the Operations Manager, depending on the situation.

Volunteers will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the performance or conduct issues while allowing for an equitable solution.

Again, direct violations including but not limited to: safety (human and animal), violence or illegal activities is grounds for immediate termination and removal.

MEDIA POLICY

As a volunteer, you will likely want to take photos. However, it is important that you respect each department's photo policy as well as the park's photo policy. **Always ask before you begin taking pictures.** In general, as long as a guest is able to take a photo, you are also able to take that photo. Wildlife Images does have a policy that any photo a guest could NOT take (i.e. medical procedures, off exhibit photos, etc.) CANNOT be published in any social medium (i.e. Facebook, Instagram, Snapchat, etc.). Additionally, each department may have limitations on what photos you may or may not take.

THE PERKS OF VOLUNTEERING!

- We can all join together in knowing that we are SAVING WILDLIFE!

- As a perk of volunteering, you may bring guests to show around yourself. PLEASE CONTACT GUEST SERVICES PRIOR TO YOUR GUEST'S VISIT. You must stay to the public areas, as rehab areas and behind the scenes areas are strictly off limits. Please do not bring more than ten people to the park each year unless you have specific permission from the ACE team leader.
- Special educational opportunities will be provided by staff to develop your skills
- If you have a particular interest in a certain aspect of the park, staff will try our best to accommodate your passions.
- We host an annual volunteer appreciation party (and sometimes more often)!
- Gain experience in public relations and interaction.
- Once an animal care volunteer has proven to be a reliable and safe volunteer, they may be allowed to assist with animal handling and events

Receipt of Volunteer Handbook

The Volunteer Handbook is a compilation of personnel policies, practices and procedures currently in effect in Wildlife Images Volunteer Program.

This Manual is designed to introduce volunteers to the organization, familiarize you with organizational policies as they pertain to you as a volunteer, provide general guidelines on volunteer program rules, disciplinary procedures and other issues related to your volunteer status and to help answer many of the questions that may arise in connection with your volunteering at WIREC.

This Manual does not address every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence. Wildlife Images reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Manual, at any time.

By signing below, you acknowledge that you have received a copy of The Wildlife Images Volunteer Handbook and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it.

Name _____

Signature _____

Date _____

Please print your full name Please sign and date one copy of this notice and return it to Volunteer Coordinator. Retain a second copy for your reference.