



# Adult 2019 Volunteer Application

Please complete the entire **Volunteer application** and **processed clearances** (zoo does not process or pay for your clearances). Mail to: P.O. Box 3268 Erie, PA 16508. If you have any questions call the Volunteer Coordinator at (814) 864-4091 ext. 262 or e-mail at [rmccray@eriezoo.org](mailto:rmccray@eriezoo.org).

## Checklist to submit completed Volunteer Application:

- **Application**
- **Volunteer Procedures and Rules of Conduct**
- **Emergency Contact/ Insurance information**
- **Your processed PA Child Abuse Clearance (a copy) <https://epatch.state.pa.us>**
- **Your processed Criminal Background Clearance (a copy) [www.compass.state.pa.us/cwis](http://www.compass.state.pa.us/cwis)**
- **Your processed FBI Fingerprint check (if you have not been a resident of the state of PA. for at least the last ten years) [www.pacogentid.com](http://www.pacogentid.com)**

**The Erie Zoo does not process/submit clearances for you or pay for your clearances. Your clearances must be renewed every 5 years, if you continue to be a volunteer at the zoo. If you have current clearances, less than 1 year old, you may send in copies of those with your application.**

**Clearances:** PA Law (PA Act 153) requires all of our volunteers (aged 18 years of age and older) to have completed background checks prior to volunteering at the Erie Zoo. Clearances required: Criminal History Background Check obtained from the PA State Police (PATCH); PA. Child Abuse History Clearance obtained through the Department of Public Welfare; and an FBI Fingerprint screening if you have not lived in Pennsylvania for at least the last ten years.



# Adult 2019

## Volunteer Application

### Personal Information

Name: \_\_\_\_\_ Date of Application: \_\_\_\_/\_\_\_\_/\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Best time to call: \_\_\_\_\_

Cell Phone: (\_\_\_\_) \_\_\_\_\_ e-mail address: \_\_\_\_\_

Are you currently employed? YES  NO  RETIRED  Name of employer: \_\_\_\_\_

Describe your primary responsibilities: \_\_\_\_\_

Are you currently a student? YES  NO  List School: \_\_\_\_\_

List last grade completed: \_\_\_\_\_

Are you over 18 years old? YES  NO

Have you ever been convicted of a felony: YES  NO  Please explain: \_\_\_\_\_

What special skills, talents, interests, training or hobbies do you have? \_\_\_\_\_

\_\_\_\_\_

Please list any previous volunteer experience: \_\_\_\_\_

\_\_\_\_\_

How did you hear about the Erie Zoological Society volunteer program? \_\_\_\_\_

## Photo Release

I hereby freely grant the Erie Zoological Society permission to publish photographs or videotape taken of me for editorial, advertising, on-line or commercial purposes.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Areas of Interest

Please indicate below the assignments that interest you as a volunteer. Please contact the Volunteer Coordinator at (814) 864-4091 ext. 262 or [rmccray@eriezoo.org](mailto:rmccray@eriezoo.org) if you have any questions about the volunteer assignments.

<b>VOLUNTEER OPPORTUNITIES</b>			
(Please indicate all opportunities you are interested in)			
Volunteer Assignment	YES	NO	Requirements
Docent Program (Volunteer Educators) Must be 18 years of age or older & a general adult volunteer for 1 year or more	<input type="checkbox"/>	<input type="checkbox"/>	<b>Must be a General Adult Volunteer first.</b> Must attend eight week training. Docents assist in the classroom, conduct on grounds interpretation and tours, and handle education animals. Docents also assist with special events, gardening, diets, birthday parties, children's zoo, and more.
General Adult Volunteer Must be 18 yrs. old or older	<input type="checkbox"/>	<input type="checkbox"/>	Assist with special events, classes, camps, animal enrichment, children's zoo, gardening, birthday parties, and more (some additional training required for these positions).

## References

List two personal or professional references that are not related to you:

1. Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_

2. Name: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_

# Erie Zoological Society Volunteer Program

## Volunteer Agreement

Before you begin your first volunteer assignment we need you to please read the following procedures and rules of conduct. After which please sign your name and provide the original to the Volunteer Coordinator by mail to P.O. Box 3268 Erie, PA 16508. You also have to attend a three hour training course prior to volunteering.

## VOLUNTEER PROCEDURES AND RULES OF CONDUCT

**Animal Care:** Volunteers may not handle any animals or enter any animal enclosures or Animal Keeper areas without expressed permission of the Animal Care staff. The only exception is when you are in the company of the Director of Education, Animal Care staff, or Volunteer Coordinator. The animals residing in the Zoo may not be harassed, abused or mistreated in any way. Only the Animal Keepers feed the animals.

**Attire:** All Volunteers represent the Erie Zoological Society and should present an image that is professional and appropriate for the assigned workstation. Uniforms and nametags are required for volunteers during service. The volunteer uniform consists of navy blue, tan, or black pants, or walking shorts just above the knee in length (no jeans or jean shorts are allowed), your well-fitted uniform shirt, and nametag. Open toed shoes or clogs are not permitted. Uniforms must be clean and jewelry and makeup kept to a minimum.

**Building Access:** All Volunteers will have access to all public areas (e.g., gift shop, exhibit areas, etc.), as well as the volunteer headquarters. Other, "behind the scenes" areas are off-limits without expressed permission of the Erie Zoological Society personnel. The only exception is when you are in the company of the Director of Education, Animal Care staff, or Volunteer Coordinator.

**Compensation:** There will be no monetary compensation for volunteers. However, volunteers will receive a 40% discount at all food concession stands and a 10% discount at the Gift Shop during hours of volunteer service. Your uniform and volunteer nametag must be worn in order to receive the discounts. Discounts will be provided for only the volunteer. Volunteers should not purchase food or gift shop items for other individuals. Volunteers will receive a free family zoo membership after 100 volunteer hours served in one calendar year (Jan.-Dec.).

**Parking:** Volunteer parking is provided in the parking lot between the main office and the JMC Ice Arena. Volunteers should park on the north side of the JMC Ice Arena lot in the spring, summer, and fall months and on the south side of the JMC Ice Arena in the winter months. Do not park in the golf course parking area. Volunteers should not park at the main office or Zoo entrance unless instructed by the Volunteer Coordinator. All volunteers are asked to drive slowly and exercise normal caution in the parking areas. Volunteers are advised to lock their cars while in the parking lots. The Zoo is not responsible for damage to or theft of volunteers' cars and their contents while parked on Zoo premises.

**Attendance:** Individual volunteer work efforts are very important for the Erie Zoological Society's overall success. We depend on volunteers to report regularly and at the agreed time. Volunteers must agree to report to assigned shifts on a punctual and consistent basis and to contact the Volunteer Coordinator at least 2 days in advance or 24 hours in advance in the case of emergencies if he/she decides to discontinue their service or cannot attend the volunteer assignment. Volunteers that do not fulfill scheduled requirements will be considered inactive and will be required to contact the Volunteer Coordinator to reactivate as a volunteer.

**Hour commitment:** All volunteers are required to complete a minimum of **40 volunteer hours each year** in order to remain active. Volunteers that cannot complete this requirement, but wish to remain active, must contact the Volunteer Coordinator

**Sign In/Sign Out:** All Volunteers are required to sign in at the beginning of their shift and sign out upon completion in the "Volunteer Daily Log" notebook at the volunteer headquarters. This will help the staff keep track of all volunteers onsite and locate you in the case of an emergency. An accurate accounting of all Volunteer hours is required for insurance coverage and can also help the Erie Zoological Society with fundraising.

**Volunteer Headquarters:** The volunteer headquarters office is available to all volunteers. The headquarters is a place for volunteers to sign in and out.

**Family/Friends:** Volunteers should not have family members or friends with them while they are volunteering unless they are part of the Erie Zoological Society Volunteer Program and are scheduled to volunteer as well that day.

**Reporting Accidents and Injuries:**

All accidents, injuries, and other health and safety related issues must be reported immediately.

If you or another volunteer are injured during volunteer service, please contact the Volunteer Coordinator, or Director of Education immediately. An accident report form must be completed by a Department Supervisor or Volunteer Coordinator and submitted to the Human Resource Department as soon as possible. All accidents and injuries must be reported, no matter how minor. Failure to immediately report an accident or injury may result in dismissal of volunteer.

**Insurance:** All medical claims must be submitted to any other applicable insurance plan first (such as the insured's or parent's own personal medical plan), before being submitted to the Erie Zoological Society policy. However, if there is no other applicable insurance the Erie Zoological Society's policy will pay claims on a primary basis. All claims must be based upon pre-approved volunteer activities.

**Drugs and Alcohol:**

It is our intent and obligation to provide a drug-free, healthful, safe, and secure work environment. Part of our commitment to the safety and well-being of our employees and volunteers is our intolerance of illegal drug use and/or alcohol use that affects workplace performance and safety. Volunteers are expected and required to report to volunteer on time and in appropriate mental and physical condition to perform their jobs in a safe and satisfactory manner. All employees and volunteers are subject to this drug and alcohol policy, which has been developed to deter and detect illegal drug use and inappropriate alcohol use.

While on Zoo premises, including Zoo-owned vehicles, and while conducting business-related activities off Zoo premises, it is a violation of this policy for any employee or volunteer to use, possess, distribute, sell, or be under the influence of illegal drugs or alcohol, or any drug which impairs an employee's or volunteer's ability to perform his/her position safely and effectively. Off-duty illegal drug use and/or the use of any substance which results in impaired work performance also is prohibited. Being under the influence of illegal drugs or alcohol during the volunteer assignment is cause for dismissal.

**Smoking:**

In keeping with the Zoo's intent to provide a safe and healthful work environment, and consistent with Pennsylvania's Clean Indoor Air Act, smoking anywhere on property owned or controlled by the Zoo is prohibited, without exception. This includes Zoo grounds, parking lots, sidewalks, indoor facilities, Zoo vehicles, and any vehicle used for Zoo business where at least one non-smoker is present in the vehicle. The use of electronic cigarettes and smokeless tobacco also is prohibited. This policy applies equally to all employees, volunteers, guests and visitors. Violations of this policy may result in disciplinary action, which may include termination

**Sexual and Other Unlawful Harassment:**

The Erie Zoological Society is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, citizenship status, national origin, ancestry, ethnicity, age, religion, creed, sexual orientation, physical or mental disability, marital status, veteran status, political affiliation or any other legally protected characteristic or because of an individual's engaging in legally protected activities will not be tolerated.

**Violence in the Workplace:**

Acts or threats of physical violence, including, but not limited to, intimidation, harassment, and/or coercion, by an employee, or volunteer, or anyone else against an employee, supervisor, volunteer, guest or visitor, or which involve or affect the Zoo or occur on Zoo property, will not be tolerated. This policy applies to all persons involved in operation of the Zoo, including, but not limited to, personnel, contract, volunteer and temporary workers, and anyone else on Zoo property. If you receive or overhear any threats or acts of physical violence from an employee or outside third party, or if you encounter an individual who is threatening immediate harm to any employee or visitor to our premises, report the matter to your supervisor immediately.

**Confidentiality:** As a volunteer of the Erie Zoological Society you may have or be granted access to proprietary or confidential information. Volunteers are required to use discretion regarding all matters of official business of the Erie Zoological Society. A volunteer may not disclose confidential or proprietary information which has not already been made public, except in the course of regular duties or under the authorization of your Department Supervisor.

**Cell Phones and Other Electronic Devices:**

Employees and Volunteers must have permission from their supervisor to have a cell phone with them during working time. Personal use of cell phones in any capacity (including, but not limited to, phone calls, texting, gaming and interacting on social media) is not permitted during volunteering time. If you use your cell phone on your break, do so where guests don't see you. Electronic Devices: No electronic devices of any kind are allowed. Such devices should be kept with your personal belongings and not used while at your volunteer post. Any such devices can be taken by a Supervisor and returned at the end of your shift. If you use your cell phone to check the time. You need to bring a watch instead you are not allowed to use your phone.

**Computers, E-mail and the Internet:**

This policy applies to all employees (and volunteers) who have access to Zoo computers, e-mail or the Internet in the performance of their work. Computers, computer files, Internet access, e-mail, software, and related systems furnished to employees are the property of the Zoo and are intended for business use.

The Zoo may access, review, copy, delete, and/or disclose all user activities in the course of maintaining its computer system or network to ensure quality of service and compliance with this policy. Violation of this policy may result in disciplinary action, up to and including termination.

**Public Service:** A friendly, caring, and polite attitude is required of our volunteers at all times with our program participants, fellow volunteers, Erie Zoological Society staff, and our guests. Remember that you are representing the Erie Zoological Society and must uphold its positive image. The children and adults participating in our programs, fellow volunteers, Erie Zoological Society staff, and the guests may not be treated in a rude, abusive, or harassing manner. Please do not guess when you don't know an answer to a visitor or participant's question. Tell the visitor you will try to find out and take their name and address or phone number to respond later or direct them to a staff person who may be able to help.

**Whistleblower Policy:**

The Zoo is committed to lawful and ethical behavior in all of its activities. The Zoo's directors, officers, employees and volunteers are required to act in accordance with all applicable laws, regulations and policies, and to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

**Equipment:** Volunteers are not permitted to operate Erie Zoological Society vehicles or the maintenance department machinery. The use of any office equipment including copiers, computers and phones requires permission from a Department Supervisor or Volunteer Coordinator. Erie Zoological Society supplies, materials and equipment may not be used for personal tasks. Volunteers must have permission from a Department Supervisor or the Volunteer Coordinator to utilize the Erie Zoological Society's educational resources (books, DVDs, CDs, computer programs, etc.) and the Internet. Internet use must be for research directly related to your volunteer service. Volunteers must sign an Internet and computer policy.

**Media/Press:** Volunteers are requested not to grant interviews or give information directly to the press. All media/press contact should be channeled through Scott Mitchell, President and CEO, or our Marketing/ Event Coordinator.

**Unauthorized Programs:** Volunteers are asked not to give Erie Zoological Society presentations or programs unless authorized to do so by the Education Department. Requests for such programs should be referred to the Director of Education.

**Political Activities:** Volunteers may not support or promote any political activities or interests during volunteer service or with any Erie Zoological Society resources. No volunteer, acting in the course of his or her duties as an Erie Zoological Society Volunteer, may make a decision on the basis of any political consideration.

**Weather:** If there is rain, snow or severe weather please call your Department Supervisor or the Volunteer Coordinator to determine if your scheduled shift will occur. Please do not assume that because of rain or snow the Zoo is closed and you are not needed.

**Volunteer File:** Each Volunteer will have a personal file kept in the Volunteer Coordinator's Office. Each file will contain pertinent information on that volunteer, including the completed application form and medical information. Volunteer files are accessible only by Erie Zoological Society personnel and the respective Volunteer. Volunteer information in the file will be kept confidential.

**Evaluation:** Volunteers are subject to the same rules of conduct and confidentiality that apply to paid staff members and must act in a responsible and professional manner when providing services to the Erie Zoological Society. Volunteer performance will be subject to review and evaluation by appropriate Erie Zoological Society staff. An unsatisfactory performance may result in termination of participation in the Erie Zoological Society Volunteer Program.

**Resignation:** If you are no longer able to serve in the Volunteer Program and wish to resign, you must notify the volunteer coordinator, return your volunteer uniform, name tag, and any property owned by the Erie Zoological Society.

**Clearances:** PA Law (PA Act 153) requires all of our volunteers (aged 18 years of age and older) to have completed background checks prior to volunteering at the Erie Zoo. Clearances required: Criminal History Background Check obtained from the PA State Police (PATCH); PA. Child Abuse History Clearance obtained through the Department of Public Welfare; and an FBI Fingerprint screening if you have not lived in Pennsylvania for at least the last ten years.

**Clearance must be renewed every 5 years, as a zoo volunteer.**

**I have read and understand the policies, procedures and rules of conduct for the Erie Zoological Society Volunteer Program and I agree to abide by them. I further attest that I am participating in this program of my own volition. I understand that this document does not constitute a contract of employment, and agree that either party may terminate involvement with the Volunteer Program at any time.**

**I freely agree and without undue influence from the Erie Zoological Society to forever release and remise the Erie Zoological Society's employees and volunteers, the Erie Municipal Park Authority and the City of Erie from any and all actions, causes for actions, suits, claims, damages, or other controversies pertaining to my participation as a volunteer with the Erie Zoological Society.**

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**Volunteer Signature**

**Date**



423 W. 38<sup>th</sup> St. PO Box 3268 Erie, PA 16508 • (814) 864-4091  
Fax: (814) 864-1140 • e-mail: [rmccray@eriezoo.org](mailto:rmccray@eriezoo.org)

## Erie Zoological Society Volunteer Program

### Medical Information

Welcome Erie Zoological Society volunteers! Before you begin your first volunteer assignment we need you to provide the following medical information. After which please sign your name and provide the original to the Volunteer Coordinator, by mail to P.O. Box 3268 Erie, PA 16508.

### Personal Information

Date: \_\_\_\_\_

Volunteer Name: \_\_\_\_\_

Name of emergency contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

Name of emergency contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

### Medical History

Heart problems       Diabetes       Epilepsy       Allergies

Describe allergies and/or medical history you think we should be aware of: \_\_\_\_\_

Restrictions on my physical activity include: \_\_\_\_\_

In case of emergency which hospital would you like to go to: \_\_\_\_\_

Date of Tetanus Vaccination: \_\_\_\_\_

### Medical Insurance

Claims must be submitted to any other applicable insurance plan first (such as the insured's or parent's own personal medical plan), before being submitted to the Erie Zoological Society policy. All claims are based upon pre-approved volunteer activities.

**Thank you! Please return this completed application to:**  
Volunteer Program at Erie Zoological Society  
P.O. Box 3268 Erie, PA 16508  
Fax: (814) 864-1140