



## **NATIONAL ZOOLOGICAL PARK VOLUNTEERS PROGRAMME**

### **Objective:**

The purpose of the zoo volunteer programme is to render services to zoo on a voluntary manner for the purpose of assisting the management in its day to day function. The volunteer can participate in managing visitors during rush days, zoo education programme, document preparation, zoo keeping works etc. of National Zoological Park (NZZP). Volunteers benefit by enriching their own experience and learning, while providing quality service to the zoo, which are short of adequately trained or qualified manpower.

### **VOLUNTEER WORK AREAS:**

#### **A. VISITOR MANAGEMENT**

1. Managing visitors during rush days
2. Grievance Redressal at the entrance & key positions throughout Zoo.
3. Children park assistant

#### **B. ZOO EDUCATION**

1. Citizen Science Programme.
2. Eco days Volunteer.
3. Education Tour Guide.
4. Development and updatation of virtual zoo school curriculum.
5. Painting/Nature Journaling and its exhibition.

#### **C. DOCUMENTATION**

1. Photography and videography for website
2. Digitalization of Zoo Library
3. Digitalization of old zoo records
4. Documentation of Floral and Faunal Diversity
5. Documentation of Experience sharing of retired staffs
6. Story telling/ Content writing for website
7. Content writing of Audio visual signage's
8. Publication of newsletters, magazines, annual reports, etc.

#### **D. ZOO KEEPING**

1. Environmental Enrichment
2. Healthcare Management
3. Garden Management
4. Waste Management
5. Behavioral study
6. GIS & Mapping and Laboratory Work
7. Feed preparation and distribution of feed & fodder

#### **E. VOLUNTEER MANAGEMENT TEAM**

1. Volunteer Management Team
2. Substitute for another volunteer

#### **RECRUITMENT:**

New volunteers shall be recruited through advertising in zoo website [www.nzpnewdelhi.gov.in](http://www.nzpnewdelhi.gov.in). Those who have completed secondary school examination (class X) shall be eligible to act as a volunteer. Those volunteering for specialized jobs requiring higher or specialized qualification should at least hold minimum qualification in that field. Test and Personal interviews shall be conducted to select the volunteers. Prospective volunteers shall be required to complete an orientation process and complete an application form (**ANNEXURE-I**). An ID card/badge shall be issued to each volunteers which will be renewed every 2 years based on their satisfactory performance, interest and number of volunteering days.

##### **1. Requirements**

Applicants to the programme must be more than 18 years old and less than 65 years old. He/ She must be enthusiastic, friendly, have a positive attitude and ability to work well with a diverse audience and under diverse and adverse condition is also required. All applicants must be cleared by a background check before they begin training.

##### **2. Training**

The NZP Authority shall be responsible for the orientation training of all volunteers. Training sessions for new volunteers shall be offered at least twice a year, the scheduling and content of which shall be planned by the NZP Authority. Continuing education and membership workshops and special sessions shall be held throughout the year. Workshops will be arranged by the volunteer education committee. Social activities suited to the needs and interest of the volunteers shall be planned throughout the year. In case of need, volunteer may be sent to the zoos/ facilities in the same or other city for orientation to provide best exposure.

### **3. Time Commitment**

Volunteers must work based on time commitment schedule, decided by zoo volunteer programme coordinators in consultation with volunteers. The volunteers are generally called with intimation at least 7 days in advance but may be called with short notice in case of emergency or eventually.

#### **Benefits to Volunteer:**

##### **Special Awards Certificate of Participation**

- A zoo volunteer who has rendered service of at least 15 days during a period of one year will be granted a certificate of participation.
- A zoo volunteer who has been active for two or more consecutive years and who has contributed exemplary and exceptional service to the zoo, may be granted special award. A committee shall be constituted to award certificate/recognition to eligible volunteers.

##### **Payment to volunteers**

- Travel expenses from present address to NZP and back in Bus, Train (Sleeper/Sitting Class)/metro or Auto will be reimbursed on production of bill or documents.
- They will be provided with food during the volunteering days.
- The volunteers may be provided with special clothing/uniforms and tools like VHF for the assigned work.
- They will be provided with training on the zoo ethics and on the assigned works.

##### **Volunteer out of pocket expenses**

- Amount of volunteer fees that the zoo will provide is limited to the prevailing schedule of rates for unskilled worker and travel cost from place of residence to the zoo by public transport. If food/meals are given to the volunteer its actual cost may be deducted from the out of pocket expenses.
- Zoo will also opt some other suitable staff welfare scheme for the volunteer as well as to encourage and boost their confidence in taking up assignments in the zoo. The volunteer must sign the statement of confidentiality and organizational ethics (**Annexure-II**).

##### **Reward points**

For one day volunteer service the volunteer will get 80 Reward points which equivalent to Rs 80/- which can be redeemed by the volunteer for availing zoo services like entry fee for him or his family members declared or any other services which are managed by NZP Authority directly.

### **Selection/ re-engagement criteria:**

Recruiting or re-engagement of any applicant or existing volunteer should not be a matter of right if he/she is otherwise eligible. The zoo management shall reserve the right to accept any one or reject any application without assigning any reason for the same considering the sensitive nature of a volunteers work and damage that can be caused by a undesirable applicant as he/she get access to all parts of the zoo and animals. Every effort should be made to see that the applicant possesses right aptitude for such a job. The zoo volunteer who has not rendered volunteering service for at least 20 days in last 2 year is need to apply fresh application for his/her consideration as volunteer.

### **Zoo Volunteer ethics norms and Code of Conduct**

The details on volunteer ethics and code of conduct have been elaborated in the (Annexure-III).

### **Warning of Risk**

Despite being careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when providing volunteer services. Understandably, not all hazards and dangers can be foreseen. Volunteers must understand that depending upon the volunteer services, certain risks, dangers and injuries due to accident inclement weather, slip and falls, inadequate or defective equipment, failure in supervision or instruction, premises defects, horseplay, carelessness, lack of skill or technique, and all other circumstances inherent to the particular volunteer services exist. In this regard, it must be recognized that it is impossible for the zoo to guarantee absolute safety.

### **Waiver and Release of all claims and assumption of risk**

Those providing volunteer services will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which they may sustain as a result of participating in any and all activities connected with and associated with volunteer services (including transportation services/ vehicle operations, when provided). The volunteer shall sign a waiver form to relinquish all claims after getting confirmation of their selection as volunteer (**Annexure-IV**)

**VOLUNTEER**  
**APPLICATION FORM**

**Annexure-I**

NAME:

FATHER'S NAME:

DATE OF BIRTH:

NATIONALITY:

PERMANENT ADDRESS:

PRESENT ADDRESS:

CITY:

HOME PHONE NUMBER:

E MAIL ID:

MOBILE PHONE NO. (Preferably whatsapp No.):

ALTERNATE MOBILE NO. IF ANY:

AADHAR NO(Attach copy):

AREA OF INTEREST:

HOURS OF SERVICE WILLING TO RENDER: (indicate days and month)

HIGHEST EDUCATIONAL QUALIFICATION:

WORK AREA IN WHICH INTEND TO VOLUNTEER:

1.

2.

3.

LANGUAGE SPOKEN:

FLUENCY IN LANGUAGES:

PREVIOUS EXPERIENCE OF VOLUNTARY SERVICE:

(NSS, NCC, NGO etc.):-

**Background Information:**

Have you ever been convicted of a crime other than minor traffic violations? (Yes/No)

If yes :-

Offence Date:

and

Location Fine/sentence:

Are you currently on probation, parole or awaiting trial?

Your application is subject to a complete background review including any criminal convictions.

**Emergency Information (required)**

**Name:**

**Relationship:**

**Home Phone:**

**Mobile Phone:**

**Blood Group:**

**Allergic reactions, if any**

It is declare that the information in this application is true and complete, and I have not knowingly withheld any information. I understand that misrepresentation may be cause for dismissal. I authorize verification of all information contained in this application. I understand that as a volunteer at the zoo, I will be expected to demonstrate a commitment to uphold the mission of the organization, to maintain an environment of integrity for people and for animals, and to focus on visitor service, with respect for all employees, volunteers and guests. As a volunteer at the zoo, I agree to follow all zoo rules, ethics and guidelines. In addition, I give consent to the zoo to emergency medical attention in the event that I am not able to give consent, and if my emergency contacts are not available. I am aware that zoo has the right to release me from zoo volunteer programme at any time, just as I have the right to withdraw from volunteer service at any time.

**Volunteer Signature**

**Date:**

**Note:** Please attach resume, and certificate of voluntary service and other related credentials from any organization.)

**STATEMENT OF CONFIDENTIALITY & ORGANIZATIONAL ETHICS FORM**

I understand that all volunteers must hold zoo information in strict confidence. This obligation of confidentiality must extend to the following areas of concern:

- Copyrighted materials and programs developed and used by the zoo.
- Personnel information
- Donation data base
- Financial or operational data
- Any sensitive animal information including escape situations
- Research project information

(Under no circumstances the volunteer shall discuss the above information with anyone, especially the media unless authorized to do so)

I agree that the above material is the property of the zoo. I understand that the Director and his/her representative shall be the official spokesperson for the organization. I will neither disclose any information or materials to any persons who are not employees of the zoo nor I copy or remove the same from the premises of the zoo.

Volunteers shall follow a code of ethics that follows these guidelines:

- Volunteers shall conduct themselves at all times in a professional manner.
- Volunteer are not capitalized on their relationship with zoo to further their personal or professional goals or gains, including areas of conflict of interest. These situations include but are not limited to promoting personal business opportunities.

I further understand that violation of any matters listed above may be grounds for dismissal.

I also certify that the information provided on this application is true and complete. False statements on this application shall be considered as grounds for termination. I also understand that this is not a paid position.

Signed \_\_\_\_\_ Date\_\_

## **ZOO VOLUNTEER ETHICS NORMS AND CODE OF CONDUCT**

### **1. Dress Code**

Since a volunteer is representing the zoo, it is important that volunteer should dress appropriately for zoo activity. It is necessary to wear shoes and protective clothing whenever required and non-revealing clothing.

### **2. Identification**

Volunteer must wear photo ID card provided by NZP Authority.

### **3. Visitor Service Standards**

Being a volunteer at zoo means working with the public. Public service is vital to the success of the visitor's experience and should be considered as number one priority. If a visitor approaches a volunteer, he/she should always greet them with a smile and offer assistance. If one cannot answer a particular question from a visitor, he/she should find someone who can or direct them to the Information counter at the ticket counter. A volunteer should never ignore or be disrespectful to zoo visitors.

### **4. Conduct**

Zoo Volunteer Programme is highly regarded by staff and volunteers alike and has a reputation for excellence. As a volunteer staff member, a volunteer's actions represent the zoo and the volunteer programme as a whole. Use of inappropriate language, drugs or alcohol, and fighting are all grounds for dismissal from the programme. Any disputes or problems should be handled in a calm manner and should be reported to Joint Director/Curator (E)/Section in-charge and the volunteer coordinator immediately.

Volunteers are important role models and often the most visible representatives of the zoo. Guests learn a lot from their attitude, comments, and behavior. It is expected that volunteer will behave in a manner that is appropriate to one's volunteer position at the zoo.

The zoo should be confident in professional abilities of all staff both paid and volunteer. Everyone is expected to follow the same basic common-sense rules of conduct that will protect the interests and safety of visitors, animals and organizations. Certain actions and forms of behavior will not be tolerated and may result in disciplinary action, including dismissal. A determination of appropriate action will take into consideration the circumstances surrounding the incident and the volunteers overall record.



## **Disciplinary Policy**

### **Verbal Warning:**

Any complaint from a service area supervisor or other zoo staff member will result in a meeting with the volunteer coordinator and verbal warning being issued to the individual volunteer if complaint found true.

### **Written Warning:**

A second infraction will result in suspension from the zoo volunteer's programme for a period of time to be determined by the Volunteer coordinator and Curator (Education). A written warning will be filed in the individuals programme file.

### **Dismissal:**

A third infraction will result in dismissal from the zoo volunteers programme on the recommendation of the committee constituted by the Director decision in case of dismissal shall be final and no appeal will be preferred.

### **Dissatisfied Visitors**

Occasions arise when a visitor is harsh, discourteous, speaks in raised voice and abusive, volunteer should remain calm and handle the situation without being disturbed or agitated.

- Volunteer should take a deep breath, remember that the visitor is upset and deserves your attention.
- He/she must listen to visitors patiently.
- To the visitor, a problem is important even if it doesn't seem so to a volunteer.
- Problems with food products sold in the restaurant or kiosk can be directed to the restaurant staff.
- Problems with animal exhibits and visibility of animals should be explained.
- With problems with zoo infrastructure and facility the volunteer may direct visitors to the executing staffs.

### **Lost Person Protocol**

In the case of a child that is lost, please find the nearest staff member/security with a wireless to initiate the search protocols. Please be aware that there is also a CCTV monitoring system at CCR and entry gate complex. It is important to stay in the area where the child/parent was last seen. Do not walk around the zoo with the child/parent looking for the lost person. The security staff will look in the park and direct help to your location.

### **Unruly Guests**

These persons could be rude to a volunteer or other visitor, feeding the animals or doing things in the zoo that are not allowed (climbing over exhibit fences, harassing animals, etc.)

- This may be reported to the supervisor or another zoo staff/security personnel.

- If they are not available, it should be told to the information centre staff or entry gate ticket checking staff. Zoo staffs are the best people to deal with this type of situations.
- Unless a person or animal is in immediate danger, such miscreants should not be “reprimanded”.

### **Volunteering Around Children**

When assisting with zoo classes or in any other areas of the zoo, the following standards must be maintained at all times:

- When working with children in a classroom situation, a volunteer should always keep his/her voice calm. Never raise voice to a child.
- In a classroom situation, the zoo staff person is the only disciplinarian unless a parent is present. A volunteer should not attempt to discipline a child at any time, either verbally or physically.
- The role of a volunteer is to support zoo staff and to ensure a fun, safe atmosphere for the children.
- Do not touch a child under any circumstances for any reason.
- If a volunteer is on zoo grounds and witness a child doing something which is not allowed (climbing over standoff barrier, fences, harassing the animals etc.), He/she should tell the parent/teacher that the child’s actions are not permitted within the zoo. If the behavior persists, senior staff/security personnel should be told.

### **Zoonosis**

Volunteers that handle animals do run the risk of acquiring/transmitting zoonotic diseases. Zoonotic diseases are those which are shared by man and animals. All volunteers that handle animals adhere to the following procedures.

Volunteers that work in the animal care areas must produce a negative TB test annually. TB test results should be kept on file in the volunteer office. Frequent hand washing and disinfecting of the environment is recommended as a way to prevent the transmission of zoonotic diseases.

### **Media**

The zoo management must approve all media communications including, interview and/or article requests. If a volunteer is contacted by local media for an interview regarding zoo, he/she notify the NZP Authority. If approached by a media representative while on zoo grounds, he/she should refrain from answering any questions or sharing his/her opinions on a zoo matter, unless it has been previously approved by a representative of the zoo management. Media requesting information from a volunteer should be directed to office of Director, NZP. Any unauthorized interview or attempt to contact a member of the media regarding any zoo business made by a volunteer will result in immediate disciplinary action, not limited to but including dismissal from zoo volunteer programme.

## **Daily Work Routine**

### **Sign-in/out procedures**

Volunteers will report before the curator (Education)/volunteer coordinator at office of Director, NZP or at the education centre.

#### **1. Upon Arrival**

Volunteer will enter name, date, service area worked, and total hours worked on the volunteer hour's book/ time sheets located in the office of volunteer coordinator room/curator (education) room. Volunteer should sign-in on arrival and sign-out when leaving. From these time sheets, staff can compile monthly records of all volunteer service areas. Signing in when volunteer arrives at the zoo enables the staff to locate him/her in the event of an emergency. The volunteer should check the bulletin for update/information and then go to assigned work area.

#### **2. Before Departing**

Volunteer should check the schedule for any changes.

#### **3. Protocols in case of illness or inability to work**

In the event when a volunteer cannot come to work scheduled for him/her it should be informed to the NZP Authority.

#### **Disclaimer on risk and injury to volunteer**

The volunteer programme and activities in a zoo are organized in a safe manner and zoo holds the safety of volunteers as of extreme importance. The zoo should continually strive to reduce such risks and ensure all volunteers follow safety rules and instructions that are designed to protect the volunteer's safety. However, volunteers must recognize that there is an inherent risk of injury when choosing to volunteer for any activity or programmes. Additionally, each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

**Annexure-IV FORM OF WAIVER AND RELEASE OF ALL CLAIMS AND**

**ASSUMPTION OF RISK**

I Mr/Ms.....(Name) have on my own will agreed to work as a volunteer in National Zoological Parklogical Park, New Delhi and recognize and acknowledge that there are certain risks of physical injury to volunteers in this programme, and I voluntarily agree to assume the full risk of any and all injuries, damages or loss, regardless of severity, that I may sustain as a result of my volunteer services, I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of my volunteer services against the zoo, including its officers, officials, agents, volunteers and employees.

I do hereby fully release and forever discharge the National Zoological Park from any and all claims for injuries, damages, or loss that I may have or which may accrue to me and arising out of, connected with or in any way associated with my volunteer services. I have read and fully understood the above important information, warning of risk, assumption of risk andwaiver and release of all claims.

Signature, name and address of volunteer

Signature, name and address of witness 1

Signature, name and address of witness 2