

# **FAQ**

- ❖ Q: Is there a fee to become a Volunteer?
  - A: No, at this time there is not a fee to become a volunteer. A fee of \$20 may be imposed at a different time that pays for a Volunteer t-shirt and background check cost. The fee may be refunded upon completion of 20 hours of service.
- ❖ Q: Is there a certain number of hours required if I become a volunteer?
  - A: We recommend working 20 hours per year in order to get a comprehensive experience but we understand that some schedules do not permit that. Every volunteer who begins work at the zoo will be added to an email list to receive updates and invitations to special events.
- ❖ Q: Will I be able to handle animals and work in the exhibits?
  - A: *“Due to strict animal husbandry guidelines and safety issues, there is no contact or inside-exhibit work with the majority of the animals at the Pueblo Zoo.”*
- ❖ Q: I would like to volunteer at the zoo but my child/grandchild would like to come help me. Can I bring them?
  - A: We discourage volunteers from bringing adolescents under 13 years old with them to their volunteer shift due to supervision and safety liabilities.
- ❖ Q: Can I bring my family to the zoo for free?
  - A: A volunteer will receive a free Adult Membership at the end of the fiscal year upon completion of 40 service hours within that year. Family members may be added to the membership for additional cost.
    - Zoo volunteers with a membership may visit the zoo with family and friends at no cost to the volunteer. Family and friends are subject to full admission price.
- ❖ Q: Do I get free or discounted admission to the zoo's special events like Brew at the Zoo and ZooBoo?
  - A: A volunteer may get free event admission for themselves only if they volunteer for a shift during the event. A Volunteer Membership given upon 40 hours of service can provide event admission discounts or a membership may be purchased in order to receive discounts.
- ❖ Q: If I am not sure what area of the zoo I am most interested in can I move around to other sections while I decide?
  - A: It is suggested you pick one area to volunteer in for at least 10 hours before deciding to move on to something else. The staff needs time to properly train you and one specific day may not be a full representation of that position.
    - If you are truly unhappy after one shift please contact the Volunteer Coordinator for reassignment.
- ❖ Q: I am an Eagle Scout, student, organization looking for community service hours or a project to complete.
  - A: Please contact the Volunteer Coordinator with your ideas and availability.