

Aquatic Animal Health Center
Volunteer Program Agreement

If I am accepted to take part in the New York Aquarium Aquatic Animal Health Center Volunteer Program, I agree that I shall abide by all written and orally stated rules and regulations as well as comply with all of the following expectations:

TIME COMMITMENT

One full day (9:00 a.m. to 5:00 p.m.) per week, unless other arrangements are made before start of work, for no less than six months. There is also a 14 workday probationary period, during which termination may result for any reason at will of Volunteer Supervisor.

ATTENDANCE

Punctuality and regular attendance are expected. Failure to attend when scheduled without a telephone call when unable to work results in immediate discharge from the program. When unable to work, notify Patricia Toledo, Volunteer Supervisor, at 718-265-3419:

When unable to reach her, notify:
Aquatic Animal Health Center at 718-265-3419,
or leave message on that number's voice mail.

DRESS CODE

Tan pants or tan shorts of approved length (minimum 4 inch inseam)
New York Aquarium or WCS volunteer T-shirt or sweat shirt, or if unavailable, a navy T-shirt or sweat shirt without any other than New York Aquarium or Wildlife Conservation Society logos may be substituted. T-shirt must be tucked in at all times.
Appropriate footwear (we suggest rubber boots)
No jewelry other than a securely attached wristwatch is permissible.
No nail polish, clear or tinted.
Hair must be of a natural human color (not green, purple, orange, etc.)

RECORD KEEPING AND SIGNING IN

Volunteer must obtain prior approval from the Aquatic Animal Health Center Volunteer Supervisor to work. Signing in and signing out at the same time are strictly prohibited.

SMOKING

Smoking is prohibited in all public areas of the Aquarium. Persons 18 or older who smoke may only do so in staff designated smoking areas.

MAINTAINING PROFESSIONAL CONDUCT

Volunteers are expected to be courteous and friendly to visitors and staff at all times. Observed inadequate or improper performance of tasks may result in a verbal warning during a formal meeting. Any additional incident may result in a written warning or possible termination. A third incident may result in automatic termination. There are certain incidents, which may result in immediate termination from the program without prior verbal or written warning. The determination regarding termination from the program shall rest within the discretion of the Volunteer Supervisors.

Volunteers shall not:

- a) act in a manner contrary to the stated objectives of the Wildlife Conservation Society
- b) falsify any records, submit or complete required forms with knowingly false information
- c) act in a manner which actually or potentially endangers the well-being of visitors, staff or animals
- d) act in a manner which exhibits immoral or indecent behavior
- e) gamble on Aquarium premises
- f) use, carry or be in presence of anyone using or carrying illegal drugs or alcohol
- g) possess any type of weapon
- h) fight on Aquarium premises
- i) destroy property of Aquarium, employee, other volunteer or visitor
- j) remove property from its place without permission from or direction of employee
- k) enter Aquarium premises during non-public hours without authorization
- l) disclose information which is sensitive or confidential, which includes information concerning records, food totals, medications, physical condition, animal transport, etc.
- m) be permitted guests in work areas or at the Aquarium without complying with Aquarium rules and submitting requests to the Aquatic Animal Health Volunteer Coordinator for guest admission
- n) be permitted in an animal enclosure area or behind the scenes without a spotter or specific authorization from a Division employee
- o) be permitted to touch an animal unless so directed by a Supervisor
- p) encourage animals to perform behaviors or put their limbs or head over an exhibit or enclosure barrier
- q) administer medication or food to animals, unless directed by a Division employee

AQUATIC ANIMAL HEALTH CENTER ADDITIONAL RULES AND REGULATIONS

Keepers', Trainers' or Technicians' instructions are to be carried out explicitly; but should a conflict or miscommunication occur, the volunteer should address the problem with the AAHC Volunteer Supervisor.

No food or drink is permitted in animal enclosure areas.

Food cutting gloves are to be worn when appropriate.

Food must not be left unrefrigerated or uncovered.

All bucketed or pouched fish must be covered with fresh ice or damp paper towel.

Refrigerators are to be kept closed at all times.

Picture taking is permitted from public access area only, never behind the scenes.

I have read and understand the above rules established for the volunteer position in the Aquatic Animal Health Center at the New York Aquarium, and I acknowledge that I have received a copy of same for my records.

Intern/Volunteer (Print Name)

Volunteer Supervisor

Intern/Volunteer Signature

Date