

# BRANDYWINE ZOO: VOLUNTEER PROGRAM

2016-17

*Volunteer Program*



# GROUP ICEBREAKER

- *Who you are!*
- *Why you are here!*
- *Favorite animal!*



# GENERAL ZOO INFORMATION

## IMPORTANT PHONE NUMBERS:

Zoo Main Lines:

302-571-7747 (information)

302-571-7850

Melody Whitaker – Assistant Curator of Education

302-571-7850, ext. 209

Jacque Williamson – Curator of Education

302-571-7850, ext. 208

Hannah Pretz – School Program Coordinator

302-571-7850, ext. 207

Emily Krueger- Program Animal Coordinator

Julie Corson- Program Animal Keeper

302-571-7850, ext. 209

[education@brandywinezoo.org](mailto:education@brandywinezoo.org)

Delaware State Parks

Volunteer Manager

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Michelle Carrera

(Auburn Heights Preserve,  
Brandywine Zoo,

Alapocas Run & Wilmington  
State Parks

[Michelle.Carrera@state.de.us](mailto:Michelle.Carrera@state.de.us)

# FOUR REASONS ZOOS EXIST:

1. *Conservation*
2. *Research*
3. *Recreation*
4. **EDUCATION**



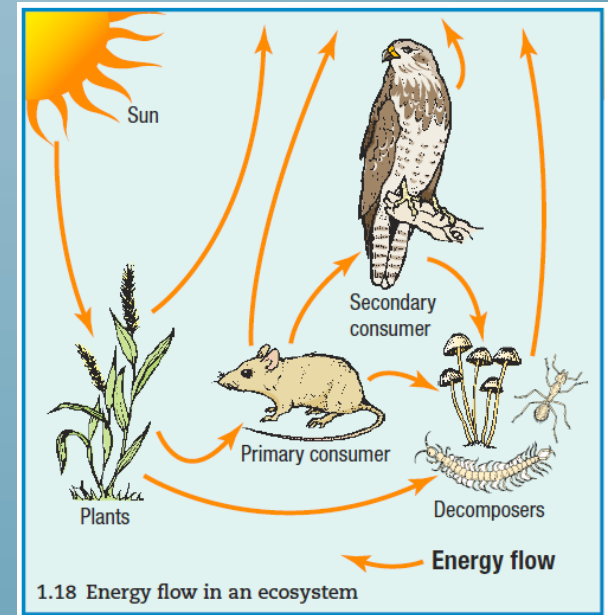
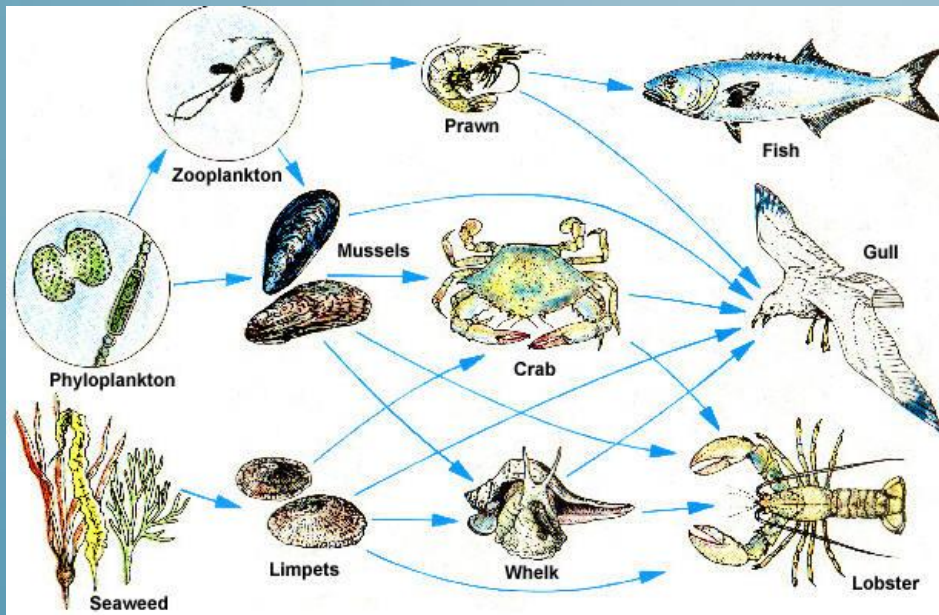
# GOVERNING STRUCTURE AND FUNDING

**DZS + DSP = BZ**

- *The Brandywine Zoo is owned and operated by the Delaware Department of Natural Resources and Environmental Control, Division of Parks and Recreation. Funding for day to day operations is made available through this department.*
- *The Delaware Zoological Society, a non-profit, tax-exempt corporation is responsible for funding the Education Department. The Zoological Society is also responsible for the operation of the retail center “Zootique” and the management of the admission gates.*

# EDUCATION MISSION STATEMENT

- *The Brandywine Zoo's Programs enhance and enrich peoples' understanding and respect of the complex relationships among all living things and to inspire wildlife conservation.*



# BRANDYWINE ZOO HISTORY

- Older than the San Diego Zoo
- Brandywine Park commissioned in 1883 and designed by Frederick Law Olmstead
- Zoo created in 1905 with animals donated by Dr. James H. Morgan



1881—Pavilion entrance to Zoo, Wilmington, Del.

# BRANDYWINE ZOO HISTORY

- Between 1921 - 1928 the park had elk, buffalo, a black bear, eagles, monkeys, goats, and alligators.



# BRANDYWINE ZOO HISTORY

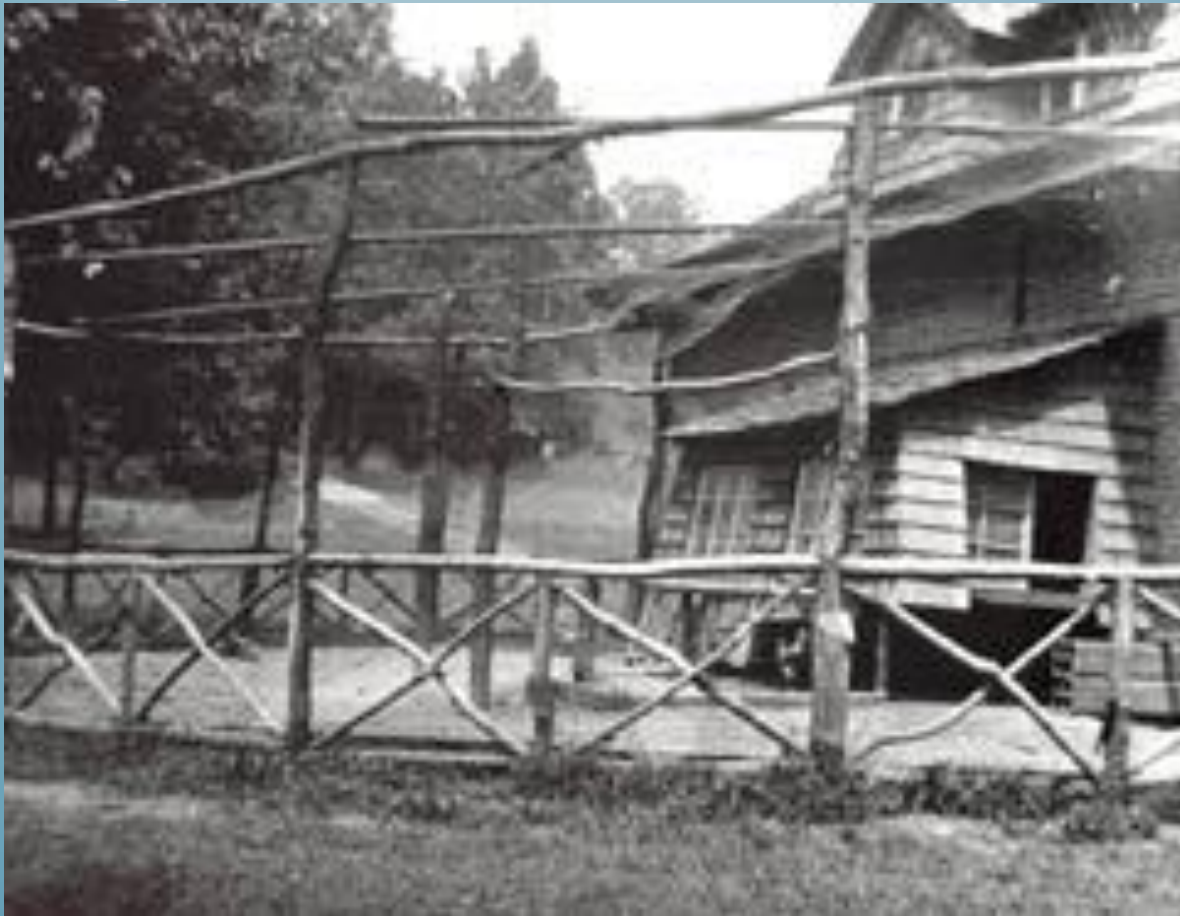
- BZ's changing philosophy, natural exhibits w/ species groups.





# BRANDYWINE ZOO HISTORY

- The original zoo had a bird exhibit where the exotic animal house used to exist. (next to education building)



# BRANDYWINE ZOO HISTORY

- In 1928 the bear pit was filled in and new exhibits were built.



# BRANDYWINE ZOO HISTORY

- Children's Zoo build in 1950 with a storybook theme.



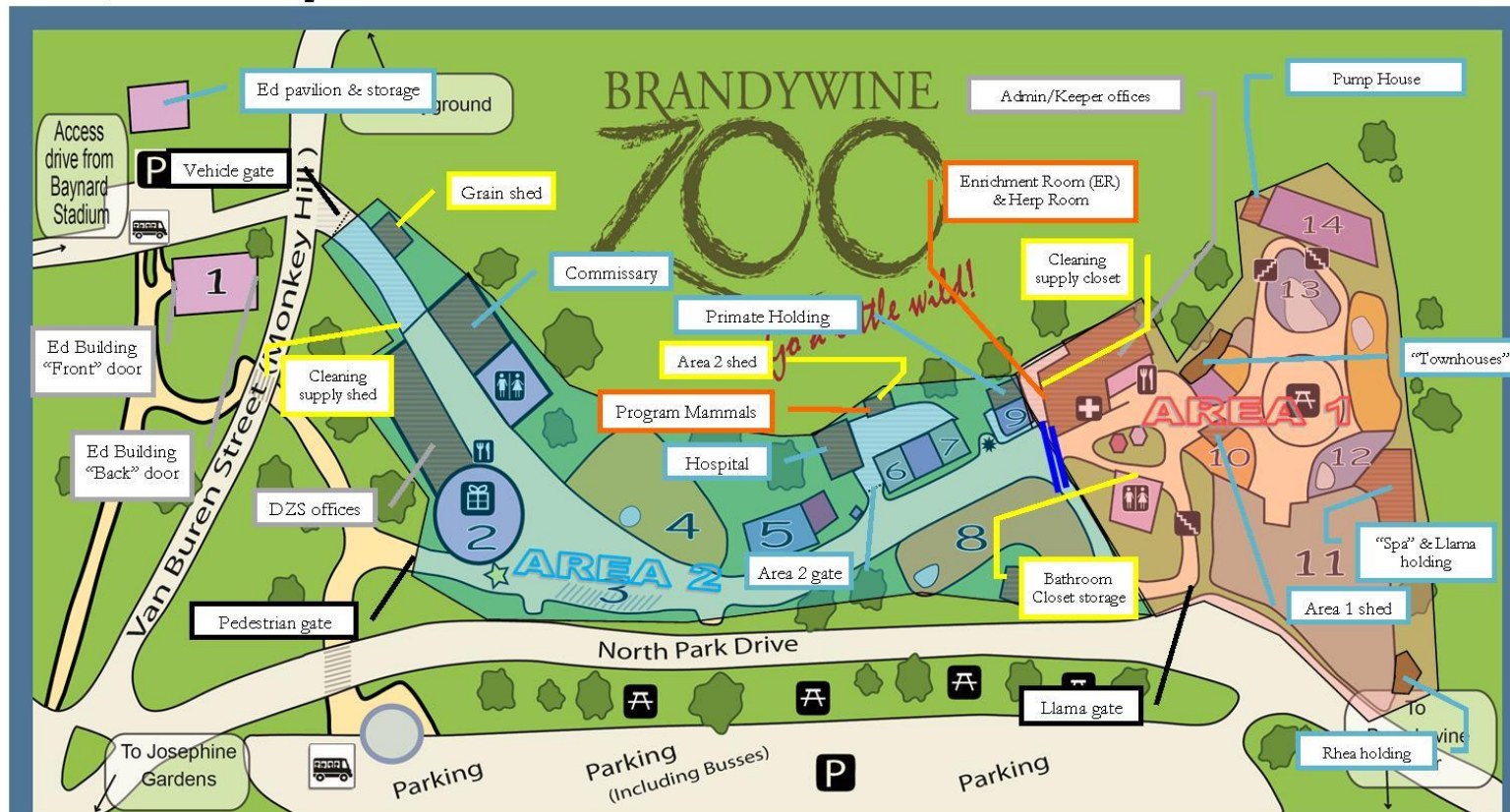


# **BRANDYWINE ZOO HISTORY**

- Zoo taken over by New Castle County in 1969
- Delaware Zoological Society formed in 1979
- Original master plan created 1981
- Education building completed in 1988
- Zoo transferred to State of Delaware in 1998

# ZOO MAP

## Brandywine Zoo Map



 Public Facilities (some are not open to the public at all times)

 Staff Facilities (no public access)



Stairs



Bus Drop-off

1 Education Building

 Admissions/Entrance

2 Gift Shop/Zootique

3 Arthur A. Carota Education Pavilion

4 Andean Condor

5 Bobcat

6 Red panda

7 Serval

8 Amur tiger

 Mister

9 Primates

10 Goat petting yard

11 Llama & rhea

12 Capybara

13 River otter

14 Bald eagle

# FAQ'S – MAIN INFO

- **A QUESTION YOU CAN'T ANSWER:** *Don't be afraid to say you don't know when faced with a question you can't answer. It's better to do this than you give out incorrect information. You can offer to direct the guest to another person who might know the answer, or offer to try to find out.*
- **“Other” complaints:** *If a visitor complains about any other aspect of the zoo, be sympathetic, not defensive. Please contact the appropriate zoo staff for assistance.*
- **DROPPED ITEMS IN EXHIBITS:** *Occasionally visitors will accidentally drop items (hats, pacifiers, toys, etc.) into exhibits where they cannot safely retrieve them. Please alert the zoo keeping staff via a radio and a keeper will retrieve the item. Provide a description of the object and tell them which exhibit is involved. Instruct the visitor to return to the exhibit.*

# FAQ'S – MAIN INFO

- **FIRST AID:** See emergency and radio protocols
- **LOST AND FOUND:** If you find an item, turn in any lost and found articles to the zoo administrative office (to zoo administrative assistant or curator of animals). Direct anyone asking for such items to check with them in the Administrative Office Monday – Friday. On weekends they may also need to check with the gift shop staff. If the item can't be located, they can leave a note with their contact information, the date the item was lost and a description of the item and staff will contact them if it is located.
- **MONKEY HOUSE:** In July 2013, a 36,000 lb. tree fell on the Exotic Animal House, also known as the Monkey House. Thankfully, no animals or people were injured in the disaster, but the impact of the tree on such an old, historic building caused it to be condemned. Most of the animals living in that building now have new, permanent homes at other zoos. Some still reside here at the Brandywine Zoo, and are on exhibit in the new primate exhibit, next to administration, or in other exhibits in the zoo. For more information, please see the article “Special Place, Special People. The Monkey House Story” by Lynn Klein, published in our Zoo News in Fall 2013.

# FAQ'S – MAIN INFO

- **PETS:** Under no circumstances are pets ever permitted on the zoo grounds, including buildings. If you spot an animal, please report it immediately to the zoo secretary or animal keepers. Service Animals are a separate category and not considered pets.
- **Service Animals:**
  - 6ft., non-retractable leash, tether or harness, and must be housetrained.
  - If service dogs prove to be a nuisance, sanitation, health or safety hazard to our animals or other guests, they may be asked to leave. Service dogs are not allowed in the goat contact yard.
- Please note, emotional support animals are not permitted in the zoo. Only working service animals trained to perform specific work or tasks relating to their handler's disability are permitted inside Zoo grounds.

*This information is clearly stated on our website.*

*The ONLY questions you may ask a handler of a service dog are:*

*“Is the dog a service animal required because of a disability?”*

*“What work or task has the dog been trained to perform?”*

*You MAY NOT ASK what disability the service dog is helping with.*

# **ZOO VOLUNTEER PROGRAM**

- *So you're a Zoo Volunteer, now what?*
  - *Volunteer Responsibilities*
  - *Volunteer Requirements*
  - *Volunteer Benefits*
  - *Volunteer Opportunities*

# **VOLUNTEER RESPONSIBILITIES**

- Attendance
- Substitutes
- Promptness, Reporting
- Appearance
- I.D. Badges
- Training
- Accident Report Forms
- Membership
- Behind-the-scenes access
- Job References
- Resignation, Termination
- Guests
- Suggestions, comments
- Problems



# DAILY PROCEDURES

- *Make sure you report on time to your designated area (education building, commissary, admin. office)*
- *Connect with a lead staff member.*
- *If education, sign-in to the log books and daily clipboard to record your attendance and hours.*
- *After meeting with assigned staff member, make sure you understand your assignment.*
- *Check-out with staff member and log out in book and daily clipboard (for education volunteers.)*

# TIME COMMITMENT

- *Varies depending upon the position*
- *Could be a few times a year, once a month or a weekly commitment*



# VOLUNTEER POSITIONS AND DESCRIPTIONS

- *Zoo Greeter*
- *Special Events Volunteer*
- *School Program and Tour Guides*
- *Outreach Program Assistant*
- *American Kestrel Program Volunteer*
- *Goat Yard Monitor*
- *Commissary Assistant Volunteer*
- *Camera Club Volunteer*
- *Animal Enrichment Volunteer*

# ZOO GREETER

## Training & Hour Requirements:

- Volunteer Orientation
- 30 hours of service in 4 months' time

- Greeters & Way Finding**
  - Help us provide a great experience to our zoo guests
- This Opportunity is GOOD for **People Who:**
  - Enjoy talking with others in an exciting and engaging manner.
  - Like meeting new people.
  - Want to be an ambassador for the zoo and share their knowledge with others.
  - Are independent, self-motivated, and require minimal supervision.
  - Like to interact with both children and adults.





# SPECIAL EVENTS

## Training & Hour Requirements:

- Volunteer Orientation
- 6 times per year

- Event Prep, Event days, Event breakdown**
  - Events like Boo at the Zoo, Noon Year's Eve, Earth Day, Family Fun Nights, and much more
- This Opportunity is GOOD for People Who:**
  - Who may have limited time availability
  - Enjoy talking with others
  - Want to be an ambassador for the zoo and share their knowledge with others.
  - Independent
  - Like to interact with both children and adults.
  - Enjoy being creative/artistic, good at working with their hands, or have special skills to apply.



# SPECIAL EVENTS











# SCHOOL PROGRAMS & TOUR GUIDE

## Training & Hour Requirements:

- Volunteer Orientation
- Tour training and program shadowing
- Animal handling training\*
- 50 hours of service during peak season (Apr-Aug)

- Docent/Educator**
  - Support our school programming teaching standards based lesson plans, lead STEM based learning activities, and providing guided tours throughout the zoo.
  - Program animal handling\*
- This Opportunity is GOOD for **People Who:**
  - Like sharing their learned knowledge with people of all ages.
  - Enjoy public speaking and teaching others in small to large groups.
  - Have any type of teaching experience, whether formal or informal.
  - Like to read and learn interesting animal facts!



# SCHOOL PROGRAMS







# FAMILY PROGRAMS



# OUTREACH PROGRAM ASSISTANT

## Training & Hour Requirements:

- Volunteer Orientation
- Program shadowing
- Animal handling training\*
- 50 hours of service during peak season (Apr-Aug)

- Docent/Educator**
  - Assisting zoo educators during outreach programs or representing the zoo on their own for select events.*
  - Animal handling\**
- This Opportunity is GOOD for People Who:**
  - Like sharing their learned knowledge with people of all ages.*
  - Enjoy public speaking and teaching others in small to large groups.*
  - Have any type of teaching experience, whether formal or informal.*
  - Like to read and learn interesting animal facts!*











# AMERICAN KESTREL PROGRAM

## Training & Hour Requirements:

- Volunteer Orientation
- Kestrel orientation
- Weekly to bi-weekly box checks during nesting season

- Nest Box Monitor**
  - Install or monitor kestrel nest boxes across the state.*
- This Opportunity is GOOD for People Who:**
  - Are interested in birding and can identify different species of birds of prey as well as some songbirds, including European starlings.*
  - Enjoy being outdoors in sometimes rugged landscapes.*
  - Can carry and climb a ladder.*
  - Can work independently and report findings consistently through open lines of communication.*
  - Willing to drive their own vehicle to box sites.*

# KESTREL PROGRAM BOX MONITOR



# GOAT YARD MONITOR

## Training & Hour Requirements:

- Volunteer Orientation
- First-shift yard training
- 50 hours/year. This position is primarily offered during peak (daily) and shoulder (weekends) seasons, but not in the winter months.

- Goat Yard Monitor**
  - Helping children pet and interact with the animals, overseeing grooming sessions and helping keep the area clean.*
- This Opportunity is GOOD for People Who:**
  - Want to get beginners hands-on experience with animals.*
  - Volunteers who have a regular reoccurring schedule (preferred, but not required).*
  - Have the ability to spend long periods of time outdoors.*
  - Have fun interacting with children and animals!*



# GOAT YARD MONITOR



# EXHIBIT DOCENT

## Training & Hour Requirements:

- Volunteer Orientation
- Attend animal interpretation
- Shadow education staff a minimum of 2 times
- 1 shift every other week during peak season, April through August. Minimum of 1 shift every month during the months of September, October and March.
- Animal Handling\*

- Exhibit Docent**
  - Enhance visitor experience by providing interpretation at assigned zoo exhibits/areas
- This Opportunity is GOOD for **People Who:**
  - Are good at reading body language and non-verbal cues.
  - Are outgoing and like to talk with new people.
  - Like sharing their learned knowledge with people of all ages.
  - Enjoy public speaking and teaching others in small to large groups.
  - Have any type of teaching experience, whether formal or informal. Like to read and learn interesting animal facts!



# EXHIBIT DOCENT





# EXHIBIT DOCENT



# COMMISSARY ASSISTANT

## Training & Hour Requirements:

- Volunteer Orientation
- Approximately 4 days training with our commissary keeper
- 1 shift a week

- Commissary Assistant**
  - Help prepare daily diets for animals at the zoo.*
- This Opportunity is GOOD for People Who:**
  - Enjoy food preparation and practice clean kitchen habits.*
  - Like to accurately follow recipes.*
  - Like sharing their learned knowledge with people of all ages.*
  - Enjoy public speaking and teaching others in small to large groups.*



# COMMISSARY ASSISTANT



# CAMERA CLUB

## Training & Hour Requirements:

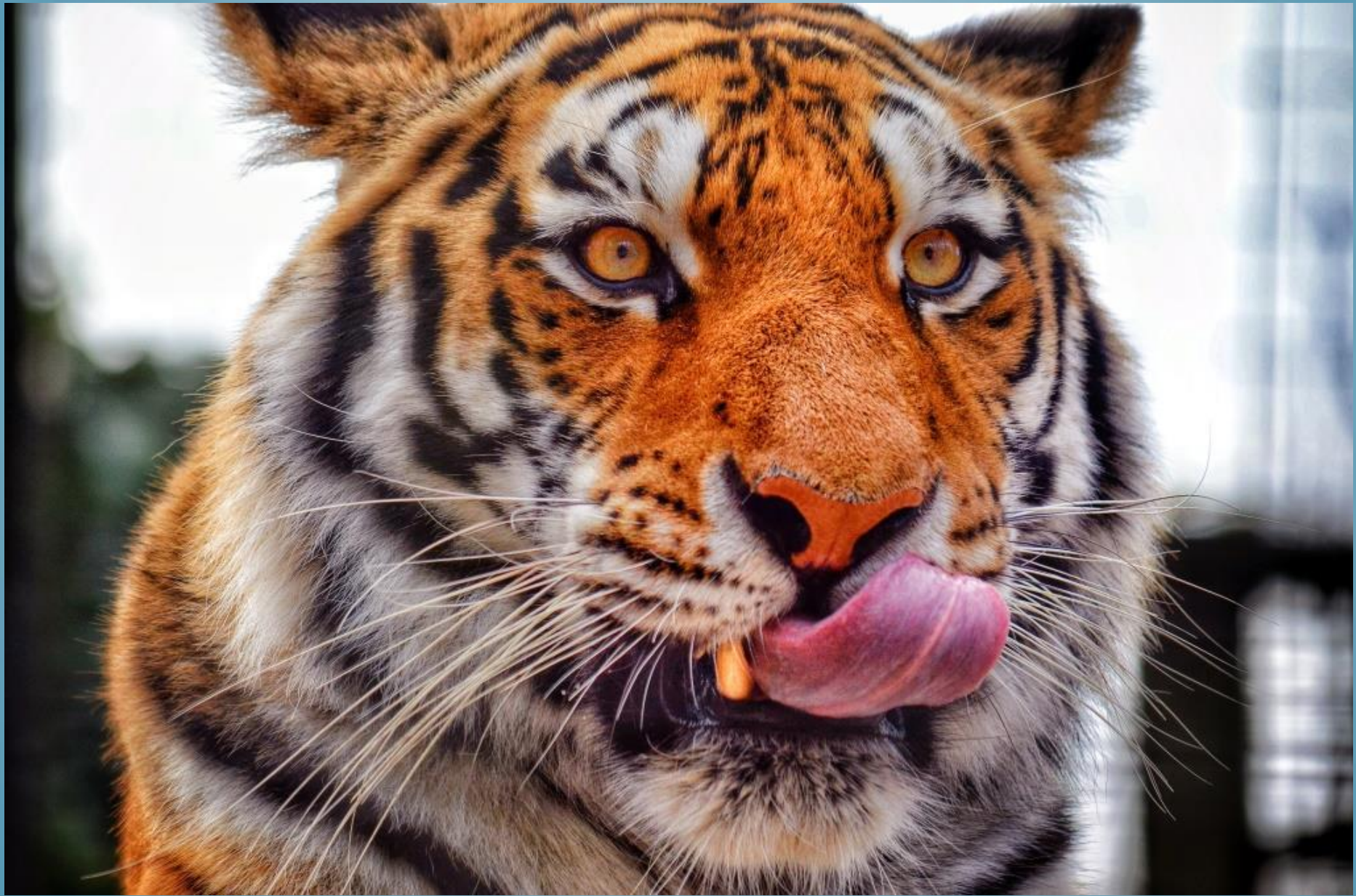
- Volunteer Orientation
- 5 events/programs per year

- Camera Club Member**
  - Attend scheduled events, programs or animal 'photo shoots' to document and share images with the Zoo.
- This Opportunity is GOOD for **People Who:**
  - Have a passion for photography.
  - Photography skills ranging from amateurs to professionals; there is no required level of skill.
  - Experience photographing people, animals, and events in both indoor and outdoor settings.
  - Have their own high-quality camera and equipment.

# CAMERA CLUB VOLUNTEER











# ANIMAL ENRICHMENT TEAM

## Training & Hour Requirements:

- Volunteer Orientation
- Meetings with Enrichment Coordinator to plan projects
- Flexible time commitments

- Animal Enrichment**
  - Create safe items which will stimulate animals natural behaviors through sight, sound, scent, texture and more.
- This Opportunity is GOOD for **People Who:**
  - People who are crafty: can paint, sew, paper mache, use powertools and more.
  - People interested in woodworking.
  - Those who 'think outside the box' and enjoy problem solving.
  - Ability to work independently or as part of a team.











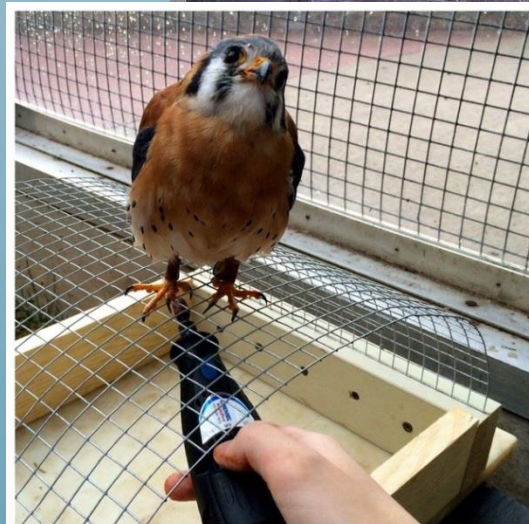




# ENRICHMENT



Ethan Riepl



# ATTENDANCE

*As a volunteer you have agreed to take part in “an activity which involves spending time, unpaid, doing something which aims to benefit a particular organization” (1997 National Volunteer Survey definition of volunteer). Once you have signed up for an activity, you are making a commitment to the Zoo. Although your time is unpaid, if you cannot or do not attend and do not inform anyone, it can have a major impact on the success of the activity in which you are volunteering:*

- Staff needs to reschedule volunteers at the last minute.*
- If there are fewer volunteers than anticipated, it affects the volunteers who do attend as well as the visitors who are attending the activity.*
- An event or activity may suffer due to lack of help, directly affecting the reputation of the zoo.*

*While we understand that sickness or emergencies happen, if you know you will not be able to attend an activity in which you have signed up for, you will need to contact the zoo as soon as you are aware of a scheduling conflict, illness or emergency.*



# DRESS CODE POLICY

## YES!

- *Zoo Shirt*
- *Khaki Bottoms*
- *Closed Toe Shoes*
- *Solid Color Hats*
- *Solid Color Outerwear*
- *Good personal hygiene*

## NO!

- *Shirts with inappropriate logos/words*
- *Jeans or yoga pants*
- *Crocs or flip-flops*
- *Excessive jewelry or tattoos*
- *Sloppy, unkempt appearance*

# RADIO PROTOCOLS

## Emergency Color Codes

- **Animal Escape – Code Black**
  - **Fire – Code Red**
- **Medical – Code Blue (Human or animal)**
  - **Weather – Code Grey**
- **Pest Animal – Code Yellow (EX – Raccoon, opossum, stray cat/dog)**
  - **Lost Child - Code Purple**

# **EMERGENCY PROCEDURES**

- **Medical Emergencies or Minor Injuries**
- **Fire**
- **Threatening Weather**
- **Power Failure**
- **Injured / Ill Animal or Animal Hazards**
- **Escaped Animals**
- **Lost Children**
- **Inappropriate Behavior**



# PROBLEMS YOU MIGHT FACE

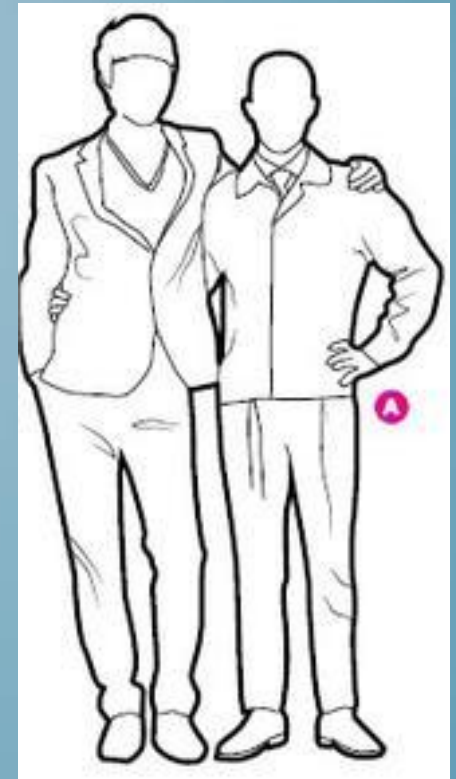
- Feeding the Animals
- Picking Flowers, Wandering off Trails
- Hands in Exhibits or Touching Animals
- Objects in Exhibits
- Misbehaving Children
- Pets in the Zoo
- Bicycles, skates, skate boards etc.
- Questions and Complaints

**NO SMOKING!**



# WORKING WITH MINORS

- *Contact Policy*
- *Bathrooms*
- *2:1 Rule = At no time should you find yourself alone with a minor.*





# EXPECTATIONS AND TERMINATION

- *Standards of Conduct*
- *Professional Expectations*
- *Termination:*
  - *Your right and ours!*



# LUNCH BREAK



# ZOO TOUR

**ASSOCIATION  
OF ZOOS  
AQUARIUMS &**





# SCHEDULING

- Walk through *Lots of Helping Hands*
- Go to page 40 in *Volunteer Manual*, under *Scheduling*.

The screenshot shows a web browser window displaying the 'Brandywine Zoo Docents' page on the 'Lots of Helping Hands' website. The page features a navigation menu with 'Home', 'Me', 'People', 'Calendar', and 'About'. Below the navigation, there are sections for 'Welcome!', 'Calendar', and 'HELP TEAM'. The 'Welcome!' section includes a list of tips for getting started. The 'Calendar' section shows a calendar for January 2014 with a 'Help needed' status. The 'HELP TEAM' section lists community leaders: Angela Nilsson, Melody Hendricks, and Jacque Williamson. A testimonial from John, Seattle, WA, is also visible on the right side of the page.

Having Trouble?

Brandywine Zoo  
DELAWARE STATE PARKS  
There are currently no announcements.

Welcome!

Here are a few tips to help you get started:

1. Update your information via the 'Me' Tab.
2. Sign up to help in the Calendar.
3. Bookmark this web site or add it to your favorites for easy access.
4. Check in often for updates.

Need help? Look for help icons like this: . Or use the "Contact Member Support Center" link at the bottom of every page.

Hide this message

Calendar

Help needed Needs met Occasions I'm scheduled

JANUARY 2014

Click dates below for details

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4

HELP TEAM

Community Leaders

- Angela Nilsson
- Melody Hendricks
- Jacque Williamson

Share This Page

My family will so well cared for by my local Lotsa community while I took care of my elderly parents in another state.  
John, Seattle, WA

# VOLGISTICS

**WWW.DESTATEPARKS.COM/VOLUNTEERPORTAL**



**Login**

WELCOME to the Delaware State Parks Volunteer Information Center.

Enter your email address and your Volunteer Information Center password, and then click the Go button.

Login name:

Password:

[Forget your password?](#) [Help](#)

**Go**

# WEEBLY

**BRANDYWINEZOOVOLUNTEERS.WEEBLY.COM**



The screenshot shows the homepage of the Brandywine Zoo Docents website. The header features the title "Brandywine Zoo Docents" in a brown font on the left and a "Social" section with icons for email, Facebook, Twitter, Pinterest, and a menu on the right. The main content area is a large image of a tiger's face, with a dark overlay on the left containing the text "Welcome Volunteers!" and "Your resource for all things Brandywine Zoo". Below this is an orange button labeled "Go to Animals & Fact Sheets". At the bottom, there are three orange buttons: "Resources", "Online Learning Academy", and "Sign Up for Shifts".

Brandywine Zoo Docents

Social     

Welcome Volunteers!

Your resource for all things Brandywine Zoo

[Go to Animals & Fact Sheets](#)

[Resources](#) [Online Learning Academy](#) [Sign Up for Shifts](#)



# VOLUNTEER RECOGNITION

## *2015-2016 Volunteer Incentives*

- *Free admission to Brandywine Zoo for individual*
- *Receive 50% off concessions (for individual- 1 time per scheduled day of service)*
- *10% off Zootique purchases*

*Yearly Hours Based Volunteer Incentives (applies to all Levels based upon hours served):*

- *100+ hours = Coupon good for 30% off purchase of one item in the Zoo's gift shop and Annual Delaware State Parks Pass\**
- *150+ hours = Free t-shirt from gift shop and Annual Delaware State Parks Pass\**
- *200+ hours = Individual Membership and Annual Delaware State Parks Pass\**
- *300+ hours = Family/Household Membership and Annual Delaware State Parks Pass\**

*AND 1 hour Zoo Tour with Zoo Director and/or Executive Director of DZS (must be scheduled in advance)*

*\*Annual Delaware State Park Pass provided by DSP Office of Volunteerism*

# RAFFLE

Every 5 hrs. of volunteer service will equal 1 raffle ticket for the Volunteer Appreciation events. (End of Summer and Holiday Party in December)

Any tickets not used during the summer party can roll over into the Holiday party. Any tickets not used by the end of the year may not roll over into the next year.

During the appreciation events there will be exclusive auction items to bid for.

Items include and are not limited to:

- Original Animal Paintings
- Paw print moldings/ castings
- Feathers or quills that are framed with picture of the animal
- One of a kind hand-made art
- DE State Park Volunteer items
- Experiences (behind the scene tours, animal encounters, photographs, etc.)

# INTERPRETATION!

*“Through interpretation, understanding;  
through understanding, appreciation;  
through appreciation, protection.”  
(Tilden 1977)*



# INTERPRETATION!

## *Interpretation is....*

- *“an educational activity which aims to reveal meanings and relationships through the use of original objects, by first-hand experiences, and by illustrating media, rather than simply to communicate factual information.”*  
(Tilden 1977)

## *Lighting a Spark...*

- *Know your audience and their interests*
- *Move beyond providing information to reveal deeper meaning and truth.*
- *Be informative, entertaining and enlightening!*
- *Inspire and provoke people to broaden their horizons.*
- *Present a complete theme, not just facts or pictures. People remember themes, but forget facts.*
- *Passion is the essential ingredient for powerful and effective interpretation.*
- *Avoid “fact vomit”!*
- **Create your own style!**

# WHY INTERPRETATION?

## BENEFITS TO SOCIETY

- **Educational.** *Identifying w/ our land and culture helps sustain a society, global environmental awareness, develop an ethical sense of place and role in the world.*
- **Recreational.** *Promotes community health, strong stable families/social groups, economic benefits, civic pride and unity, decreased crime and improved rehabilitation.*
- **Inspirational.** *“Edutainment”... learning is fun! The more you know, the more fun you can have. To enjoy understandingly!*

# WHY INTERPRETATION?

## BENEFITS TO SOCIETY

### **Knowledge:**

- Provide access to data via the zoo's website [www.brandywinezoo.org](http://www.brandywinezoo.org).
- Speak w/ visitors in an unstructured way
- Repeat or post common questions

### **Understanding:**

- Provide access to plans, brochures, programs, etc...
- Provide means for visitors to ask probing questions about policy, regulations, scientific viewpoints, etc....

### **Aesthetic:**

- Help people see the beauty in things that are not necessarily "pretty."



# UNDERSTANDING THE AUDIENCE

## *Why do people visit the zoo?*

- *Some people come for entertainment and fun.*
- *Some people come for a social event or outing.*
- *Some people visit the zoo to learn about wildlife and conservation.*
- *Some people come because they love animals and want to connect to wildlife.*

## *How do I interact with the audience?*

- *Consider visitors' reasons for coming to the zoo.*
- *Be sensitive to visitor's uniqueness – age, gender, special needs, ethnicity, etc.*
- *Not every visitor wants an in-depth experience, but a few do!*
- *Visitor interest vs. employee disinterest.*
- *Visitor disinterest vs. employee interest.*

# WZAM: VISITOR MOTIVATIONS

- *“Explorers” are curiosity-driven and seek to learn more about whatever they might encounter at the institution;*
- *“Facilitators” are focused primarily on enabling the experience and learning of others in their accompanying social group;*
- *“Professional/Hobbyists” feel a close tie between the institution’s content and their professional or hobbyist passions;*
- *“Experience Seekers” primarily derive satisfaction from the fact of visiting this important site; and*
- *“Spiritual Pilgrims” are primarily seeking a contemplative and/or restorative experience.*

# UNDERSTANDING APPROPRIATE TECHNIQUES

## *What are some best practices to consider?*

- *Develop your own interpretive technique and style.*
- *Have a good attitude and be enthusiastic.*
- *Assess audience – age, previous knowledge, expectations, etc.*
- *Reach out to the varied view points of the audience.*
- *Be prepared to adapt and change the way you are sharing knowledge.*
- *Motivate audiences and facilitate discussion when appropriate.*
- *Be professional and represent the zoo's policies and positions at all times.*

## *What is an effective communicator?*

- *Listen to what the visitor really wants to know and answer that question.*
- *Remember you may be the only teaching contact a visitor has.*
- *Use appropriate language, tone of voice, and inflection.*
- *Be aware of non-verbal communication including (but not limited to) body language, personal space, eye contact, and clothing.*
- *Don't hesitate to say "I don't know, but I'll find an answer for you"*
- *Offer to look up the answer or direct them to someone who knows.*



# INTERPRETATION COMPONENTS:

- *Theme*
- *Introduction*
- *Body*
- *Conclusion*

# HOW DO I EVALUATE THE INTERPRETATION?

- *Did I demonstrate that I really like what I'm doing?*
- *Did I demonstrate that I care about the animals and the species they represent?*
- *Did I show the visitor that I cared about them as a learner?*

KNOW

FEEL

DO!

# INTERPRETATION ACTIVITIES

- *How to Pack a Snake (Learning Styles)*
  - *Auditory – hear the information*
  - *Verbal – read the information*
  - *Visual – see the information (photos)*
  - *Kinesthetic – interact with the information (completed packing example)*
- *Tangibles and Intangibles*
- *Biofact practice*
  - *Know*
  - *Feel*
  - *Do*



# TIPS, TRICKS, AND SUGGESTIONS:

- *Remember to smile! If you smile, the world will smile with you! I know this sounds “cheesy” but when you smile you actual sound more pleasant and you look more approachable.*
- *Focus on what you can do, not what you can’t.*
- *Make sure you are prepared each day. This will help you to feel better and more confident about what you are doing.*
- *Remember to be patient with people, especially little kids.*
- *Don’t be afraid to say “I don’t know”. It is better to tell the truth then lie and make an answer up.*
- *It is key to be enthusiastic and engaging! The more excited you are the more excited and engaged your audience will be.*
- *When in doubt, ask for help! That’s what we are here for!*

# LAST MINUTE QUESTIONS?

REMEMBER YOUR **ENTHUSIASM  
AND KNOWLEDGE** WILL HELP  
VISITORS LEARN MORE ABOUT  
OUR NATURAL WORLD.



**\*BE THE BEST YOU CAN BE!!**

# VOLUNTEER COMMITMENT CONTRACT

- *Please sign and date your contracts. Once completed hand in to a staff person for collection.*
- *You're in for a WILD time—thank you!*
- *Volunteer Contact: **Michelle Carrera***  
*[Michelle.Carrera@state.de.us](mailto:Michelle.Carrera@state.de.us)*



Contact us: [Education@BrandywineZoo.org](mailto:Education@BrandywineZoo.org)

To Apply: [www.BrandywineZoo.org/Volunteer](http://www.BrandywineZoo.org/Volunteer)