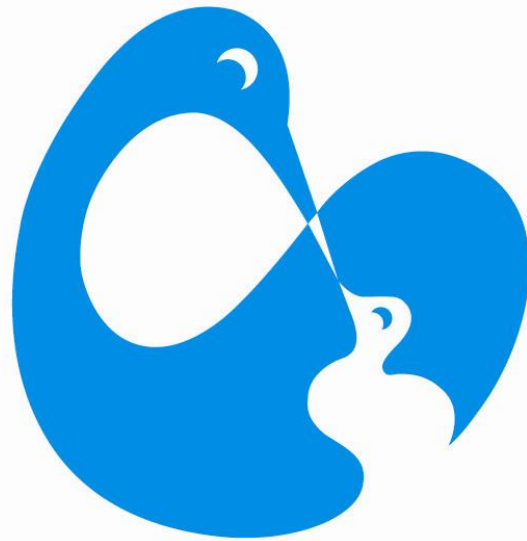


Volunteer Handbook

A World
of Birds
in Utah

TracyAviary



Statement from the Director

Tracy Aviary has served as Salt Lake City's Aviary since 1938, and we have enjoyed the ride from our unique position as the nation's first aviary to our most recent incarnation as we work towards our dream of becoming the Aviary of the Americas—celebrating the migratory path of birds from the southern tip of Argentina to Alaska and back while highlighting the importance Utah plays in that journey. Today we are accredited by the Association of Zoos and Aquariums (AZA), and we house close to 400 birds representing about 135 species. Amongst this diversity of life we strive to make every experience both engaging and educational.

The great strides we have made would not be possible without the generous support of our Salt Lake Community which includes our unfailing volunteers. As a Tracy Aviary volunteer you play an important role by sharing your talents and energies with us through beautifying, educating, engaging, learning, and sharing.

Thank you for being an integral part of what makes Tracy Aviary so special.

Tim Brown

Director, Tracy Aviary

Statement from the Volunteer Coordinator

Tracy Aviary is fortunate to enjoy a reliable and consistent contingent of volunteers. Assisting throughout a variety of program areas, our volunteers continue to enrich the Tracy Aviary experience for our guests and to provide important relief in all of our staffing areas. More importantly, their friendliness and commitment to continuing our tradition of excellence here at Tracy Aviary makes this a special place to be. Thanks for all you do!

Tara Poelzing

Volunteer Coordinator, Tracy Aviary

GENERAL INFORMATION

Mission Statement

Tracy Aviary fosters caring for the natural world, enriching and transforming lives through our connection with birds.

Vision

Tracy Aviary seeks to enrich lives and further the preservation of the natural world. Using our bird collection, programs, and exhibits, we engage and educate others in order to transform their beliefs and behaviors about the natural world, and we participate in conservation efforts through research and direct action.

Background

Tracy Aviary houses approximately 377 birds representing 120 species. The Aviary inspires wonder and awe while educating more than 70,000 visitors annually. Located on 8 acres of land in the heart of Salt Lake City, the Aviary has been in operation since 1938, making it the oldest public aviary in the United States.

Funding

The Aviary relies on several sources of funding including yearly funds from the ZAP Tax and Salt Lake City Corporation which are both variable from year to year. We then rely on gate admissions, fundraising, donations, and sponsorships to keep the facility open and offer programming. In 2008 Salt Lake County taxpayers voted in favor of a \$19.6 million dollar bond for the Aviary. With this bond the Aviary is developing and creating many new, engaging, and interactive exhibits.

Location

589 East 1300 South
Salt Lake City, Utah 84105
Southwest corner of Liberty Park

General Contact Information

801-596-8500
info@tracyaviary.org
www.tracyaviary.org

Volunteer Contact Information

801-596-8500 ext. 109
volunteers@tracyaviary.org

Hours

The Aviary is open 364 days a year (closed on Christmas).

Winter hours	October 20 th – April 9 th	9:00 a.m. to 4:30 p.m.
Summer hours	April 10 th – October 19 th	9:00 a.m. to 6:00 p.m.

Admission

Adults	\$5.00
Children 4-12	\$3.00
Children 3 and under	Free
Students	\$4.00
Seniors	\$4.00

For more details on admissions, group discounts, and Avian Encounter prices, visit our website.

Membership

Membership to Tracy Aviary includes free admission, discounts to events, monthly members-only events during the summer, a monthly e-newsletter, inclusion on our e-mail listserve, discounts and/or free admission to other facilities, 10% discount in our on-site Nature Store, and discounts on Bird-day parties and youth camps.

Individual Membership	\$20.00
Double Membership	\$30.00
Senior or Student Membership	\$15.00
Family Membership	\$40.00
Additional Member	\$ 8.00
Replacement Card	\$ 3.00

Tracy Aviary Departments

Aviculture

- manages the care, breeding, research, conservation, and sustainable population management of the bird collection and related facilities

Horticulture

- plans, installs, and cares for the Tracy Aviary plant collection and landscaping

Facilities

- maintains the Aviary's buildings and infrastructure

Public Relations and Events

- oversees advertising, special events, public relations, and social media

Education

- integrates the allure of birds with best practices in interdisciplinary science education to inspire youth and adults to better understand, appreciate, and sustain our environment

Guest Services

- carries responsibility for all Nature Store sales and admissions, hosts birthday parties, leads activities in the Avian Alcove, ushers events, and responds to guest needs

Equal Opportunity

For both volunteers and staff Tracy Aviary ensures fair and equal treatment for all persons regardless of race, color, religion, gender, ethnicity, sexual preference, disability, or veteran status. Assignments are based solely on an individual's qualification for the position available. The only exception may occur when, with reasonable accommodation, age or disability substantially limits Tracy Aviary's ability to meet legitimate service standards or to provide for safety concerns.

VOLUNTEER OPPORTUNITIES and BENEFITS

Volunteer Opportunities

AVES Aviary School Tours

- assist Aviary Educators with on-site tours for school classes

Avian Alcove

- read nature stories and/or run craft activities for children in our Nature Store

Bird Enrichment and Observation

- research and develop enrichment activities to keep Aviary birds engaged and/or observe Aviary birds for specific behaviors following changes in their routine

Bird-day Parties

- assist Guest Services staff with set-up, tear-down, and party activities for children

Biofacts Cart, Site Interpretation, and Bird Show Ushering

- use artifacts to engage visitors in learning more about birds, address audience interests and answer visitor questions at popular exhibit areas, and usher bird shows

Botanical Enrichment Team

- beautify and improve Aviary grounds and exhibit habitats

Community Service

- assist Horticulture and Facilities department with a variety of grounds and maintenance work to fulfill court-ordered service hours

Event Preparation

- complete craft projects, develop décor, and provide other assistance prior to events

Office Assistance

- enter data, file and track information, and assist in a variety of ways in the Aviary offices

Scout Badge Workshops

- assist with merit badge activities and supervision

Special Events Assistance and/or Pelican Mascot

- be an Ambassador of the Aviary through public interaction via the Pelican Mascot costume and/or assist at a variety of special events throughout the year

Spring or Summer Youth Camps

- provide supervisory assistance and help with activities for children ages 5 through 12 in both indoor and outdoor group activities

Volunteer Benefits

Volunteers provide important support to professional staff by donating their time and skills to support Tracy Aviary's mission, vision, and goals. Many of our volunteers agree that their greatest reward comes from working for the benefit of the birds, the community, conservation, and education. Tracy Aviary's volunteer program offers opportunities to enjoy these benefits:

- Make new friends
- Develop new skills
- Learn more about birds and their environment
- Attend educational events and guest speaker appearances
- Attend and assist with special events in the community
- Receive Tracy Aviary's newsletter via e-mail

In addition we offer the following to thank our volunteers who have committed 20 or more non-court-ordered hours to Tracy Aviary within a year's time:

20 hours	Volunteer Membership (2 adults) Invitation to Volunteer Recognition Celebration 10% discount on items in our Nature Store
50 hours	2 Aviary gift passes \$15 gift certificate to be used toward a Tracy Aviary hat, T-shirt, or other logo merchandise Personalized Nametag
80 hours	\$25 Gift Certificate to Tracy Aviary Nature Store

The above volunteer benefits are awarded at the end of each calendar year.

Federal Tax Deductions

Volunteers are eligible to receive federal tax deductions on unreimbursed, out-of-pocket travel expenses including standard mileage. Contact a tax professional to learn how.

VOLUNTEER ATTENDANCE

Reporting Hours

Time sheets are necessary in order for us to keep an accurate record of your volunteer contribution. Timesheets are located at the Volunteer Information Station in the Nature Store. Your timesheet should be filled out every time you volunteer. It is important to keep track of volunteer hours for these reasons:

- Since more and more agencies are accepting volunteer work as qualifying experience for employment, employers may require detailed information on the volunteer position held,

including start and end dates, number of hours donated, and duties performed. To request a letter of recommendation, please talk to your Program Area Supervisor.

- Funders and corporate sponsors of Tracy Aviary require the information for funding proposals.
- Members and donors regularly express interest in the amount of volunteer support the Aviary receives.

Hour Collection Dates

Hours are collected December 1st through November 30th. All hours for the year must be received no later than November 30th so that yearly benefits may be accounted for in time for end of the year recognition.

Attendance

Volunteers are expected to be reliable. Staff and other volunteers rely on you to be here for your assigned hours. Thus, it is necessary that you work as scheduled and be punctual. Please take your volunteer assignment seriously. Be proactive and contact Aviary staff if you are unable to volunteer on time or according to your regular schedule.

Pre-arranged absences and those due to illness or emergencies (that are often unforeseen) are excused absences, unless occurring in excess.

Please contact your Program Area Supervisor or the Volunteer Coordinator to let him/her know if an emergency has arisen and you cannot volunteer. Failure to call or arrange in advance is considered an unexcused absence. A volunteer's commitment may be re-evaluated if he/she accumulates a number of unexcused absences during a time period as indicated by her/his Program Area Supervisor and the assignment could be terminated.

Leave of Absence

If a volunteer selects to take a Leave of Absence, the volunteer should give at least two weeks notice to the Volunteer Coordinator or Program Area Supervisor. Anything beyond a three month leave of absence may not guarantee return to the same volunteer position and may require some retraining or possible re-assignment. This does not necessarily pertain to every program and will be determined by staff in your program area.

Upon returning from leave, the volunteer should notify the Volunteer Coordinator.

EXPECTATIONS, POLICIES, and PROCEDURES

What You Can Expect from Tracy Aviary

- A clear and specific job description
- Assignment to tasks appropriate to your skills, interests, availability, and training
- Appropriate formal and informal expression of appreciation and recognition
- Orientation, training, and supervision for the program tasks
- Appropriate use of time that is well-planned and coordinated
- A willingness to address any concerns or complaints
- Diligent record-keeping that includes volunteer hours and any other relevant information
- Respect for individuals' rights and courtesy, respect, and consideration
- A spirit of friendliness and cooperation

We want every volunteer to experience great satisfaction during his or her time at Tracy Aviary. We believe in direct access to management and are dedicated to making Tracy Aviary an organization where you can approach a senior member of the staff to discuss problems or ask questions as well as contribute your suggestions to improve the quality of the services we provide. Please realize, however, that we receive numerous suggestions and requests, and we must consider the mission and goals of Tracy Aviary before considering each change.

What Tracy Aviary Expects from You

As a volunteer you represent Tracy Aviary. Your first responsibility is to know your own duties and how to perform them promptly, correctly, and pleasantly. Second, you are expected to cooperate with the management, your fellow volunteers and visitors, and to maintain a good team attitude. How you interact with others and how you accept direction can affect the success of your volunteer program area. Whatever your position, you have an important assignment, and we expect you to perform every task to the best of your ability.

Safety and Security

Safety is to be given primary importance in every aspect of planning and performing all Tracy Aviary activities. We want to protect you against injury and illness.

Develop habits that ensure safety as a matter of priority:

- Use good judgment when completing volunteer tasks. If ever you feel that a task is beyond your skill level or puts your safety at risk, notify your Program Area Supervisor immediately.
- If you are aware that something is improperly stored, immediately inform a staff person or the person responsible for it.
- Familiarize yourself with the locations of all alarms and fire extinguishers and the proper procedure for using them.
- In the case of an emergency call 9-1-1. For non-emergencies contact the senior staff on call.
- First aid and medical emergencies should be reported to staff as soon as possible. First aid kits can be found in the Trailer, the Office House, and the Nature Store.
- Please note the location of all exits. In the event of a fire proceed immediately outside.
- All volunteers working in the maintenance area must adhere to safety policies and procedures. Never leave electrical equipment plugged in when you leave the area. Allow for circulation of airflow and proper ventilation when using hazardous paints or sprays. Never leave tools sitting around where someone else could become injured. Make sure the door is closed when you leave that area.

Health Insurance

Volunteers are required to sign an accident waiver of liability. The agreement states that an individual hereby holds Tracy Aviary and Friends of Tracy Aviary harmless from liability for any and all medical and/or accident expenses which might be incurred during the volunteer term. If the volunteer has become injured and must seek medical treatment, it is the sole responsibility of the volunteer to have medical claims go directly to their own medical provider. Any out of pocket expenses are your own. It is strongly recommended that you, the volunteer, carry your own medical insurance.

Please inform your Program Area Supervisor of any pre-existing medical conditions that may limit the type of work you can perform. If after you are assigned to a particular job duty, you find that you are unable to perform that duty because of health or injury problems, alert your Program Area Supervisor or the Volunteer Coordinator immediately. Reassignment may be possible.

Report of Injury

All injuries must be reported immediately to the Program Area Supervisor, available staff member, or Volunteer Coordinator. Even a minor injury should be reported. You may be asked to complete a Medical Injury Report depending on the seriousness of the injury. If medical attention is necessary, proceed immediately to your own medical care facility.

Dress Code/Appearance

It is imperative that you select clothing and footwear that is appropriate for the working environment in which you volunteer, keeping in mind that you are representing Tracy Aviary.

It is preferable to wear the following:

- Pants or Shorts. Shorts must be no more than 4" above the knee
- Safe shoes. No sandals or open toe shoes
- Rain coats and cold weather gear when needed
- Volunteer nametag if provided by your Program Area Supervisor
- Tracy Aviary Volunteer T-shirt (may be required by your program area if you are in direct contact with the public)

Please represent Tracy Aviary with pride and in good taste.

Children of Volunteers

Tracy Aviary prohibits minor children from accompanying volunteers on a shift so that focus on your volunteer assignment may be maintained. Exceptions are rare and must be approved by your Program Area Supervisor. Such arrangements must be made in advance and must receive prior approval from the Program Area Supervisor.

Volunteer Policies and Procedures

To summarize, Tracy Aviary volunteers must do the following:

- Support Tracy Aviary's mission
- Act maturely, dependably, and responsibly and project a positive attitude
- Display respectful behavior to other volunteers, staff, and Aviary guests
- Meet the minimum commitment as required by the specific volunteer position
- Report to the volunteer assignment on time
- Notify Program Area Supervisor of scheduled or unscheduled absences in advance
- Be conscientious about dress and personal hygiene
- Accept only realistic assignments and secure a clear understanding of the duties and tasks therein
- Be able to accept the guidance and direction of the staff, Program Area Supervisor, and other experienced volunteers
- Participate in any required training
- Complete the commitment of the volunteer assignment or resign, giving sufficient notice
- Give sufficient notice if electing to take a leave of absence
- Refrain from the use of mood altering chemicals

Ethical Conduct

Keep Tracy Aviary a respectful place for all by adhering to the following guidelines:

- Abstain from behaviors that could be construed as harassment, sexual harassment, or any actions derogatory of race, religion, gender, ethnicity, age, marital status, sexual preference, disability, or veteran status as this will not be tolerated
- Keep confidential Tracy Aviary's specific and proprietary information
- Bring concerns to the Volunteer Coordinator or the Program Area Supervisor rather than gossiping and complaining
- Refrain from acting as a spokesperson for Tracy Aviary in the public realm (referring to letters to the editor and other opinion pieces) unless specifically asked because opinions may not represent the official position of Tracy Aviary

Volunteer Reassignment or Termination of Service

Generally, we hope that by the time a volunteer takes a volunteer position with Tracy Aviary, he or she is ready to make a commitment to a program or area of interest. If a volunteer needs to switch to a different time, day, or volunteer opportunity, he or she should contact the Volunteer Coordinator. Although every effort will be made to accommodate each volunteer's needs, there is no guarantee that changes will be possible.

If you are unable to continue volunteering, please inform your Volunteer Program Supervisor, the staff person working directly with you, or the Volunteer Coordinator as soon as possible.

Volunteers are seldom asked to leave. Generally speaking, Tracy Aviary expects each volunteer to act in a mature and responsible way at all times. Volunteers who do not meet the requirements of a particular assignment may be re-assigned or terminated at the discretion of the Volunteer Coordinator in consultation with other staff. Volunteers who do not adhere to the rules of Tracy Aviary or who fail to satisfactorily perform their volunteer assignment may be dismissed.

Any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Excessive lateness to your volunteer assignment
- Inadequate work performance after training and coaching by staff and/or crew leaders
- Willful violation of any Tracy Aviary rules or policy; any deliberate action that is extreme in nature and is detrimental to Tracy Aviary, staff, or other volunteers
- Willful violation of or failure to observe security or safety; failure to wear required safety equipment; tampering with Tracy Aviary equipment
- Negligence or any careless action which endangers the life or safety of another person
- Intoxication or evidence of the influence of controlled substance drugs while volunteering
- Unauthorized possession of firearms, weapons, or explosives while on duty
- Engagement in criminal conduct or acts of violence, or threats of violence including behaviors such as fighting or provoking a fight or negligent damage of property
- Insubordination or refusal to comply with instructions properly issued by a Program Area Supervisor or staff member
- Theft of agency property or the property of fellow volunteers; unauthorized use of Tracy Aviary's equipment or property for personal reasons without prior approval from management
- Willful falsification or misrepresentation on your Volunteer Application or other volunteer records; alteration of Tracy Aviary records or other Tracy Aviary documents
- Breach of confidentiality of personal information
- Malicious gossip and/or spreading of rumors; engaging in behavior that creates discord, a lack of harmony, and a negative work environment

- Immoral conduct or indecency on agency property
- Threats, intimidation, or use of force towards fellow volunteers or staff on or off the premises at any time, for any purpose; this includes harassment and sexual harassment.

Disciplinary Actions

Tracy Aviary has the right to dismiss a volunteer at any time. Unacceptable behavior which may lead to dismissal will be dealt with in the following manner in this order:

1. Verbal warning by staff member
2. Written warning by staff member that is documented in volunteer's file
3. Meeting with the Program Area Supervisor responsible for the area and the Volunteer Coordinator. All pertinent facts will be carefully reviewed; the volunteer will be given an opportunity to explain his or her conduct. The outcome may include resolution, re-assignment, or termination.

Grievance Procedure

You are entitled to be treated fairly and respectfully while you are volunteering at Tracy Aviary. If you feel that you are not being treated in this manner, please contact the Volunteer Coordinator. In the event that the situation is not resolved she/he will arrange a meeting for you, the Volunteer Coordinator, and the Executive Director or his/her designate.

Background Checks

By signing the volunteer agreement, the volunteer gives permission for Tracy Aviary to contact references or to check driving and/or criminal background if deemed necessary or appropriate.

ADDITIONAL and HELPFUL INFORMATION for VOLUNTEERS

Volunteer Contact Information

Please notify the Volunteer Coordinator at 801-596-8500 ext 109 or email at volunteers@tracyaviary.org if there is any change in your contact information. This notification should be made for all address, email, phone, and work changes as soon as possible.

Vehicle Parking

Parking is available in the front lot near the entrance or anywhere along the road on the west side of Liberty Park. Vehicles parked illegally are subject to fines/towing. Tracy Aviary has no authority to fix, forgive, or forget parking violations.

Personal Valuables

Due to the lack of storage space we suggest that you do not bring valuable items or large sums of money to your volunteer assignment. Tracy Aviary is not responsible for lost or stolen articles.

Break Areas

Volunteers are able to use the kitchen area in the office house for breaks. All volunteers need to be respectful and keep their voice and all noise levels to a minimum. A refrigerator, microwave, and coffee maker are available.

Telephone Use

A telephone for volunteer use is located at the front gate. Please limit your phone conversation to a few minutes. If someone needs to reach you in the event of an emergency, they may contact the front

gate at 801-596-8500 and a message will be relayed to you. Be sure family members know where you work within Tracy Aviary.

Restrooms

Restrooms can be found in the Lory Building across from Destination Argentina! and inside the Chase Mill.

Smoking

In accordance with State Law, smoking is not permitted in Liberty Park. This includes Tracy Aviary.

Thank you for supporting Tracy Aviary via your time and talents!