

## Details of the Intern Program

Under the supervision and direction of the assigned zookeeper, each intern program participant will learn animal husbandry skills, assist in maintaining exhibit areas, observe and participate in operant conditioning, participate in the application of animal enrichment and interact with the visiting public in a positive manner.

The program is designed to cover many different aspects of animal care. This is achieved by hands-on training, working directly with the keepers and animals and in a classroom setting. The program includes several classes.

Topics that interns and apprentices will learn about during the program include:

- **Exhibit Maintenance:** Interns will learn the proper techniques for cleaning and disinfecting animal exhibits and holding areas. They will learn how to properly use disinfectants, cleaning solutions and high-pressure hoses.
- **Animal Husbandry:** Interns will learn proper and safe handling and restraint techniques used when necessary for medical examination, routine husbandry procedures and animal transport. They will also become familiar with capture and restraint equipment. They will learn about positive reinforcement training and stress reduction.
- **Enrichment:** Interns will learn the value of both food and non-food enrichment as a way to encourage natural behaviors and to end stereotypic behaviors.
- **Food Preparation:** Interns will become familiar with the nutritional needs of the animals under their care and will learn proper food preparation to meet those needs.
- **Population Management:** Interns will learn the rationale and methods of using birth control on zoo animals. They will become familiar with population management, SSP, TAGs, ISIS, etc.
- **Animal Observations:** Interns will learn about animals' normal behaviors, postures, use of space, interactions with other animals in the exhibit, etc., and learn the basics of recording behavioral observations.
- **Conservation:** Interns will learn how modern zoos support and encourage conservation. They will learn about habitat loss, over-population and the many in situ projects supported by The Oakland Zoo.
- **Intern Project:** Each intern is required to do a project focused on one of the animals with which he or she works. They will use many of the skills they learn during the course of the internship. Each intern will do research to develop the proposed project, and then complete the project with the guidance of the keepers and the program managers. Before the completion of the internship, each intern must write a paper detailing the development and outcome of his or her project.

# Oakland Zoo Animal Management String Descriptions

## String 1

### Animals on String 1

Reticulated Giraffe

Common Eland

Egyptian Geese

### Introduction

Welcome to the string 1 team! String 1 is one of the more labor-intensive strings in the zoo, with quite a heavy load of raking every day. The work is difficult, and sometimes, depending on the weather, it is wet and muddy. However, all of the hard work is worth it for the privilege of working around these amazing animals. As an integral part of the string 1 team, you will have the incredible opportunity to observe and help care for the Reticulated giraffe, Common eland, Dama gazelle, Egyptian geese, and Griffon vultures.

On string 1, you will have the great honor of getting to know some of the tallest animals in the world and one of the most critically endangered species on the planet. Most people only dream of getting close to these animals, but as a string 1 volunteer you will get to know the natural history of these different species, as well as the individual animals in our herds.

The Oakland Zoo maintains the highest standards in modern animal care. As a volunteer you will assist the keepers in the basic animal care duties like feeding and cleaning, but you will also play an important role in the enrichment and training programs for the animals. It is the dedication and hard work of volunteers that makes it possible for us to always go above and beyond for our animals at the Oakland Zoo! Please know how much we appreciate your time, hard work, and dedication. Thank you for making this commitment to string 1!

### Typical Volunteer Responsibilities and Activities

- Volunteers assist keepers with the daily cleaning and maintenance of the African Veldt, as well as the multiple daily animal feedings that take place while the animals are in the exhibit.
- Volunteers assist keepers with all basic maintenance of the service areas, including but not limited to weeding and gardening projects, simple repairs, dusting and cobwebbing, sweeping, hosing, etc.
- Volunteers prepare and distribute enrichment both on exhibit and in the holding areas as directed by the keepers.
- Volunteers with special interests and unique skills may be asked to help with larger construction projects, video editing and photography projects, arts and crafts projects, etc.
- Because volunteers are in uniform and often passing through public areas, they may be expected to answer questions or give directions to zoo guests. Volunteers may also be asked to help with crowd control on particularly busy days.

### Special String #1 Information

Somewhat unique to string 1 is the important role that volunteers play in the positive reinforcement based training programs. After the introductory orientation period, volunteers will begin to learn the various key roles each person plays in the team training system, assisting keepers throughout the processes of shaping diverse medical husbandry behaviors with the giraffe and eland.

## String 2

### Animals on String 2

Tigers

Dromedary Camels

African Lions

### Introduction to String:

Welcome, your time and effort given to the string is appreciated and valued. Depending upon the task, you may be asked to work on a team or alone. The work can be hard, dirty, and at times, redundant and tedious. At times you may wonder why you are here! Since direct contact with the animals is extremely limited and, in most cases on string two nonexistent, the rewards of this work are very personal and sometimes subtle yet very special. Since String 2 includes both predator and prey animals you will get first hand opportunities to observe both the obvious and subtle strategies these animals utilize in order to survive in their environment. The Oakland Zoo incorporates the most modern and advanced techniques in animal management including environmental enrichment and the use of operant conditioning to provide a healthful living environment for all of the animals in our care. The zoo's mission is to inspire respect for and stewardship of the natural world, while providing a quality visitor experience. As a volunteer on String 2 you will play an integral role in helping us achieve that mission.

### Typical Volunteer Activities:

Many tasks may be asked of you by String 2 including but not limited to: raking, hosing, scrubbing, disinfecting, shoveling, washing, dusting, cob webbing, diets- preparing/feeding, moving bales of hay, weeding, pruning, browse and grass cutting, making enrichment items, lifting drain baskets, lifting garbage cans moving different substrates (dirt, sand, manure, leaves, wood chips) by wheel barrow or other means, participating in small construction projects or repairs, observing animals with or without taking notes, talking to the guests. String 2 activities will include dealing with animal waste. Exposure to animal waste poses some risk to zoonotic diseases; proper safety methods in handling and disposing of the waste will be demonstrated. We also work in all weather conditions. Protective, safety wear (gloves, masks, shoes, boots, rain gear, and clothing) is the responsibility of the individual. Many of the tasks may result in dusty, smelly, or wet conditions and can also include the use of chemicals such as bleach, quaternary ammonia, degreasers, or aerosol lubricants. If you have physical limitations (allergies, unable to lift or stand long periods, etc) this may not be the best string on which to volunteer. But if you like to work in the fresh air, get dirty, and sweat, then you are welcome to join us on String 2.

### Special String #2 Specific Info:

Ability to follow instructions is one of the most important abilities and is one of the criteria for determining how much a volunteer can do on the string. Being able to adjust to new situations is also essential. The job of a volunteer includes working with different keepers and other volunteers. Keepers are responsible for what volunteers do on the string therefore they can determine the tasks assigned to the volunteer. In other words, one keeper may have trained you to do A, B, and C, but a different keeper may only be comfortable having you do B and C.

While there are a lot of rules and the work is hard we hope you will find some joy in providing for the animals. They are the focus of our efforts. They are the reason we work hard.

## String 3

### Animals on String 3

Flamingo/Spoonbill  
Muntjac deer  
Malayan sun bear  
Siamang  
Walloos  
Emus

### INTRODUCTION

Welcome to String 3. You will be working with a wide variety of animals; birds, primates, large and small carnivores and hoofstock. This variety will allow you to observe a wide range of animal behavior. Your commitment to volunteer is greatly appreciated. The work is often physically demanding and dirty work. Other times it can be just plain tedious! At times you may be working with other volunteers, keepers, interns or apprentices and at other times you may be working independently. The rewards for such work are plentiful if this is the right place for you. However, they are different, perhaps less tangible than you might find working with domestic animals. You should not expect to touch or even work directly with the animals although your hard work will directly impact their lives. Volunteering at the zoo may or may not fulfill your expectations. We certainly hope that it does. We greatly appreciate people who find the time in their busy lives to become valuable Animal Management volunteers.

### TYPICAL VOLUNTEER ACTIVITIES

You will be asked to do a lot of physical work. Depending upon the area you are in and upon the weather this can be a very dirty job. You will be hosing, sweeping, raking, shoveling, dragging large enrichment items and tree branches, doing laundry and making enrichment. You will be handling animal waste, chemical cleaners, etc. Any protective clothing such as rain gear, boots, gloves, etc. are your own responsibility. The Zoo is unable to provide such items for the many volunteers we have.

On a daily basis you will likely be asked to do some of the following:

Ready exhibits for the animals for the day: rake up feces and other debris, clean pools, clean up used enrichment devices, make enrichment, hang browse, put out straw beds and scatter/hide diet and enrichment items.

Clean night house or barns: sweep up feces and other debris, clean out feeders and used enrichment devices, cobweb, hose, disinfect, squeegee, etc.

You may also be asked to make diets, observe animals, weed/prune and collect edible plants for the animals, haul wood chips, straw, hay, etc. for use by the animals or in the exhibits.

You will also be expected to talk with guests on a daily basis. It is okay if you don't know all of the answers to their questions. However, when you put on the T-shirt you become the face of the zoo. It will be a part of your "job" to help educate our guests and to promote the Oakland Zoo's mission.

## String 4

### Animals on String 4

Chimpanzee  
Hamadryas Baboons  
Squirrel Monkeys  
White-Handed Gibbons  
Malayan Wreathed Hornbills

### Introduction

String 4 is primarily Primates. We take care of four different types of primate species. These include apes, lesser apes, Old World Monkeys and New World Monkeys. String 4 also cares for the Wreathed Hornbill a large sized bird.

### Typical Volunteer Activities

Many tasks may be asked of you by string 4 including but not limited to: Raking, hosing, scrubbing, disinfecting, shoveling, washing, sweeping, mopping, dusting, cobwebbing, preparing diets, feeding diets, restocking, moving bales of straw, weeding, pruning, browse cutting, making enrichment items, lifting heavy drain baskets, moving different substrates (dirt, sand, compost, wood chips) by wheel barrow or other means, participating in small construction projects or repairs, observing animals, talking to the guests.

Ability to follow instructions is one of the most important abilities and is one of the criteria for determining how much a volunteer can do on the string.

Remember that hand feeding a primate is a privilege not a right, and it must be earned. If a volunteer has performed well and has worked hard they may be given the privilege to feed a primate.

### Special String 4 Specific Info:

Volunteers will be in close proximity to the chimpanzee night house/service area. Volunteers are only permitted in the service area. For the chimps safety and yours the chimp night house is strictly off limits.

## String 5

### Animals on String 5

#### African Elephants

#### Introduction:

The African Elephant Program at the Oakland Zoo is one of the most progressive and successful programs in the country. On the cutting edge of elephant care, our program prides itself on being Protected Contact, having 6.5 acres of space, and conducting daily preventative foot care. Protected Contact is a form of management that uses positive reinforcement through operant conditioning. The keepers do not work in the same direct space as the elephants and use a barrier whether it's spatial or physical, such as a wall. Another important aspect to understand through this management style is that the keepers are not dominant over the elephant.

Even though there are only four elephants on the string, 3 females and 1 male, prepare to get dirty! Taking care of elephants is a big task and since we have a lot of space on 6.5 acres of hillside we have a lot to clean and pick-up. During the summer, there is a lot of raking to do which means a lot of dust and dirt, but in the winter the exhibits turn into a giant mud wallow so prepare to be muddy.

#### Typical Volunteer Activities:

- Multiple Spread Preparations
- Help picking up manure on exhibit/lower yards
- Chute hosing/bleaching
- Barn manure clean
- Barn hosing/bleaching
- Yard raking
- Stick/Bramble pick-up
- Bucket cleaning
- Pool/rock clean
- Edible/Toxic weed pull
- Hay/Browse containment area rake and clean
- Putting spreads out for elephants
- Lifting heavy wheelbarrows
- Carrying heavy branches
- Overnight hay cart and browse preparation

#### Special String #5 Specific info:

String 5 is a labor intensive string, as well as lot of repetitive raking, cleaning, and stick pick-up. Being around the elephants is minimal to none for most volunteers. Remember that feeding is a privilege not a right, and it must be earned. If a volunteer has performed well and worked hard they may be asked to help feed during the chute routine. Volunteers may have the opportunity to watch a training session, but will not be involved in the training directly. The same goes for the foot care routine.

## String 6

### Animals on String 6

Malayan Flying Fox (*Pteropus vampyrus*),  
Island Flying Fox (*Pteropus hypomelanus*)  
North American River Otter

### Intro to String:

Welcome to String 6! You will be contributing to the care of some of the zoo's most unusual and charismatic species. Our management of both the otters and bats is among the most progressive in the country. The facilities and exhibits are spacious and new and include the bat exhibit, which is the largest of its kind west of the Mississippi. Working with the bats means working around them - literally. They are one of the few animals that keepers and volunteers are able to share space with but everyone who goes in with them must be rabies vaccinated before doing so. There is a fair amount of physical activity and fitness expected in order to work on this string. This includes lifting, sweeping, squeegee-ing, hosing, reaching up, and bending down all of which can become tedious. You may have to walk on slippery floors, muddy hills, step and balance on boulders, stand on step stools/ladders, and go up and down stairs. There is a lot of cleaning involved on this string, especially for the bats, and it generally takes up most of the morning. Another large portion of the day is taken up by making diets. There isn't a huge amount of variety in the daily routine, which some people like and others find boring, but hopefully you will see the rewards associated with your time at the Oakland Zoo.

### Typical Volunteer Activities:

- **Bats** (\* only rabies vaccinated volunteers can do the tasks with the asterisks)
  - Collecting\* and cleaning food and water dishes
  - Cleaning night house \* (includes squeegeeing, hosing, and sometimes scrubbing)
  - Taking down\* and cleaning enrichment
  - Feeding out diets\*
  - Preparing diets
  - Washing dishes
  - Making and putting up\* enrichment
  - Picking up yard\*
- **Otters**
  - Cleaning exhibit
  - Preparing and putting out enrichment
  - Cleaning night house (includes sweeping, hosing, squeegeeing, and sometimes scrubbing)
  - Cleaning enrichment
  - Preparing diets
  - Washing dishes
  - Assisting in feeding out diets

### Special String 6 Specific Info:

Most of the tasks on this string require the ability to work independently and in an efficient manner. It is also important to maintain a clean work area as well as clean living quarters for the animals, therefore cleaning up after yourself is very important. Only volunteers who show proof that they are rabies vaccinated are allowed to go in with the bats. While only rabies vaccinated volunteers are allowed to work in close proximity, it is extremely important to maintain a safe distance from the bats while doing so. In addition, the otters can be sensitive to unfamiliar individuals and approaching them while they are in the night house is prohibited.

## String 7

### **Animals on String 7**

Domestic Goats  
Domestic Sheep  
Zoo Dog Ambassador  
Barn Cats  
Domestic Pigs  
Domestic Rabbits  
Ring Tailed Lemurs  
Blue Eyed Black Lemurs

### **Introduction to String:**

Welcome, your time and effort given to the string is appreciated and valued. Depending upon the task, you may be asked to work on a team or alone. The work can be hard, dirty, and at times, redundant and tedious. But all that work will have its rewards as well. String 7 is unlike most other strings in that contact with many animals, excluding the Lemurs and Parrots, is encouraged. Although we do not touch or handle the Lemurs or Parrots outside of their training and veterinary care, opportunities to share space with these wonderful animals is a part of working on String 7. The Oakland Zoo incorporates the most modern and advanced techniques in animal management including environmental enrichment and the use of operant conditioning to provide a healthful living environment for all of the animals in our care. The zoo's mission is to inspire respect for and stewardship of the natural world, while providing a quality visitor experience. As a volunteer on String 7 you will play an integral role in helping us achieve that mission.

### **Typical Volunteer Activities:**

Many tasks may be asked of you by String 7 including but not limited to: raking, hosing, scrubbing, disinfecting, shoveling, washing, dusting, cob webbing, diets- preparing/feeding, moving bales of hay, weeding, pruning, browse and grass cutting, making enrichment items, lifting drain baskets, lifting garbage cans moving different substrates (dirt, sand, manure, leaves, wood chips) by wheel barrow or other means, participating in small construction projects or repairs, observing animals with or without taking notes, talking to the guests. String 7 activities will include dealing with animal waste. Exposure to animal waste poses some risk to zoonotic diseases; proper safety methods in handling and disposing of the waste will be demonstrated. We also work in all weather conditions. Protective, safety wear (gloves, masks, shoes, boots, rain gear, and clothing) is the responsibility of the individual. Many of the tasks may result in dusty, smelly, or wet conditions and can also include the use of chemicals such as bleach, quaternary ammonia, degreasers, or aerosol lubricants. If you have physical limitations (allergies, unable to lift or stand long periods, etc) this may not be the best string on which to volunteer. But if you like to work in the fresh air, don't mind getting dirty or sweaty, then you are welcome to join us on String 7. Ability to follow instructions is one of the most important abilities and is one of the criteria for determining how much a volunteer can do on the string. Being able to adjust to new situations is also essential. The job of a volunteer includes working with different keepers and other volunteers. Keepers are responsible for what volunteers do on the string therefore they can determine the tasks assigned to the volunteer. In other words, one keeper may have trained you to do A, B, and C, but a different keeper may only be comfortable having you do B and C. While there are a lot of rules and the work is hard we hope you will find some joy in providing for the animals. They are the focus of our efforts. They are the reason we work hard.

## String 8

### Animals on String 8

Vervet Monkey  
Spotted Hyenas  
Slender Tailed Meerkats  
Warthogs

### Introduction:

Welcome to string 8! Your work on this string may be dirty, stinky, sometimes tedious and other times rushed. But whatever you do, please know that it is always appreciated. The physical requirements are fairly moderate. Raking and some lifting is done regularly but simply walking on an exhibit may be more treacherous! As with most of our animals here at Oakland Zoo, the contact will be limited. String 8 personnel do have the ability to go in with the monkeys and the meerkats, as well as our Australian animals. This offers a unique experience to observe these animals close-up but of course it comes with great responsibility. The Oakland Zoo prides itself in using the latest techniques in animal management including the use of positive reinforcement based training methods and environmental enrichment. The zoo's mission is to teach and inspire respect for and stewardship of the natural world, while providing a quality visitor experience. As a member of the string 8 team, you will be a very important part of that mission.

### Typical Volunteer Activities:

Many tasks may be asked of you by String 8 including but not limited to: raking, hosing, scrubbing, disinfecting, shoveling, washing, dusting, cob webbing, diets- preparing/feeding, moving bales of straw, weeding, pruning, browse and grass cutting, making enrichment items, re-stocking from CM, lifting garbage cans, moving different substrates (dirt, sand, manure, leaves, wood chips) by wheel barrow or other means, participating in small construction projects or repairs, observing animals with or without taking notes, talking to the guests and monitoring quiet zone  
String 8 activities will include dealing with animal waste. Exposure to animal waste poses some risk to zoonotic diseases; proper safety methods in handling and disposing of the waste will be demonstrated. We also work in all weather conditions. Protective, safety wear (gloves, masks, shoes, boots, rain gear, and clothing) is the responsibility of the individual. Many of the tasks may result in dusty, smelly, or wet conditions and can also include the use of chemicals such as bleach, quaternary ammonia, degreasers, or aerosol lubricants. If you have physical limitations (allergies, unable to lift or stand long periods, etc) this may not be the best string on which to volunteer. But if you like to work in the fresh air, get dirty, and sweat, then you are welcome to join us on String 8.

### Special String #8 Specific Info:

Areas that volunteers and interns alike should be cautious of are areas where only one fence is between you and the animal. Although this includes most of the string, there are two areas that are noteworthy. The first is the end of the driveway where the hyena exhibit gate is. This area has only a single fence between you and the animal and is visible from the hyena deck. Therefore, it is important that you keep away from the fencing and are not "hanging out" in that area. If the hyenas see you and approach – it may cause pacing which is an undesirable behavior. The second area is the hallway between hyena and warthog exhibit. This area is off limits and should not be accessed unless the keeper has specifically instructed you to do so.

## String 9

### Animals on String 9

Grants Zebra  
Cotton Topped Tamarin  
Pancake Tortoise  
Yellow Anaconda  
Ball Python  
Plated Lizards  
Taiwanese Beauty Snake  
White-throated Monitor  
Blue and Gold Macaw  
African Hillside Aviary  
African Savannah Aviary

### Introduction to String #9:

Welcome to String 9. The diversity of animals cared for on this string creates a unique opportunity for volunteers to gain a wide range of knowledge and experience. String #9 is the most taxonomically diverse string at the zoo and cares for birds, reptiles, hoofstock & small primates. This string is also one of the few where there may be an opportunity to go into an exhibit with animals present, and to work directly with the animals, not just around them. The work is often physically demanding and dirty, however husbandry standards and management of these often less-charismatic species is considered advanced. You may work with other volunteers, interns, apprentices, keepers, or even independently. The rewards for such work are numerous but will be different and perhaps less tangible than you might find when working with domestic animals. You should not expect to touch or even work directly with the animals although your hard work will directly impact the lives of the animals. We greatly appreciate the people who find the time in their busy lives to become valuable Animal Management volunteers.

### Typical Volunteer Activities:

These are some of the typical tasks that volunteers do in this string. As stated above, volunteers will never be asked to do anything that they are not comfortable doing: Raking, scrubbing, disinfecting, hosing, sweeping, feeding, washing, shoveling, perching, setting up exhibits, taking temperatures, dusting, diet preparation, weeding, browse/grass cutting, cob webbing, making enrichment items, observing animals.

- **ZEBRAS:** Feeding, upper yard exhibit to clean, replace hay and distribute enrichment, cleaning the lower yard and barn, replace hay and distribute enrichment.
- **TAMARINS:** Cleaning, distribute enrichment items, feeding.
- **MACAWS:** Cleaning, routine maintenance, or other tasks as assigned by the keeper.
- **SNAKES:** Cleaning and serving.
- **AVIARIES:** Cleaning, feeding, routine maintenance, or other tasks as assigned by the keeper.
- **TORTOISE:** Cleaning, feeding, or other tasks as assigned by the keeper.
- **MONITOR:** Cleaning, routine maintenance, or other tasks as assigned by the keeper.

### Special String 9 Specific Info:

String 9 can be a detailed oriented string. Small changes to the husbandry of these animals can have drastic effects. This is both a good and a bad thing. It is important to pay attention to the details so that we can keep the animals happy and healthy. This string also does require volunteers to be able to work independently some of the time.

## String 10

### Animals on String 10

String 10 is responsible for all of the reptiles, amphibians, and invertebrates in the Children's Zoo. This includes:

Aldabra Tortoises

American Alligators

The Reptile and Amphibian Discovery Building (aka The RAD Room)

The Invertebrate Building (aka The Bug House)

### Introduction

Welcome to String 10. String 10 is the newest string at the zoo with some of the newest facilities. It has more species than any other string at the zoo as well as the oldest animal at the zoo and the longest zoo resident. Since its formation in 2005, we have bred more species and had more offspring on String 10 than the rest of the zoo combined. This is one of the few strings at the Oakland Zoo where you will be working directly with the animals, not just around them. Some volunteers/interns on this string come in with no previous reptile or invert experience, and others have been working around them for years. Several former String 10 volunteers and interns have gone on to get jobs here and at other zoos around the country. Although the work on this string is less physical than most other strings, it still does involve some physical work, so come prepared to work. Although there is a level of routine work, no two days are alike. There is always something new and interesting going on!

### Typical Volunteer Activities:

These are some of the typical tasks that volunteers do in this string. As stated above, volunteers will never be asked to do anything that they are not comfortable doing.

- **RAD Room:** Taking temperatures and humidity readings of the exhibits, preparing food for the reptiles and amphibians, feeding the reptiles and amphibians, collecting edible weeds and flowers for the reptiles, assist with setting up new tanks and renovating the exhibits (replace substrates and perching...), plant care, cleaning pools, cleaning the off exhibit tanks, cricket cleaning, enrichment
- **Tortoises:** Cleaning and feeding tortoises, disinfecting the tortoise night house, enrichment
- **Alligators:** Cleaning around the exhibit
- **Invertebrate:** Assist with feeding of the invertebrates, collecting ant browse, collecting blackberry bramble for the walking sticks, cleaning and feeding the walking sticks
- Assist with any of the various projects that are ever present on String 10
- Basic cleaning (sweeping, mopping, dishes...)

### Special String 10 Specific Info:

String 10 is a detailed oriented string. Small changes to the husbandry of these animals can have drastic effects. This is both a good and a bad thing. It is important to pay attention to the details so that we can keep the animals happy and healthy. This string also does require volunteers to be able to work independently some of the time.

## Education Animal Room

### Animals on the String

African Hedgehogs  
Ferrets  
Chinchillas  
Madagascar Hedgehog Tenrec  
Ball Pythons  
Gopher Snake  
California King Snake  
Corn Snake  
Gray Banded King Snake  
Bearded Dragon

Blue Tongue Skink  
Leopard Gecko  
Red-Tailed Hawk  
Sulfur Crested Cockatoo  
Yellow Naped Amazon  
White's Tree Frog  
African Burrowing Bull Frog  
Box Turtles  
Desert Tortoise  
Hermann's Tortoise

### Introduction to String:

Welcome, your time and effort given to the Education Animal Room is appreciated and valued. The animals you will be working with are the Zoo's ambassadors. Meaning that they are depending upon the tasks, you may be asked to work on as a team or alone. The work can be hard, dirty, and at times, redundant and tedious. At times you may wonder why you are here! The Oakland Zoo incorporates the most modern and advanced techniques in animal management including environmental enrichment and the use of operant conditioning to provide a healthful living environment for all of the animals in our care. The zoo's mission is to *inspire respect for and stewardship of the natural world, while providing a quality visitor experience*. As a volunteer with the Education animal room you will play an integral role in helping us achieve that mission.

### Typical Volunteer Activities:

Many tasks may be asked of you by the Education string including but not limited to: raking, hosing, scrubbing, disinfecting, shoveling, washing, dusting, cob webbing, diets- preparing/feeding, weeding, pruning, browse and grass cutting, making enrichment items, lifting garbage cans, moving different substrates (dirt, sand, manure, leaves, wood chips) by wheel barrow or other means, participating in small construction projects or repairs, observing animals with or without taking notes, talking to the guests

Education Animal Room activities will include dealing with animal waste. Exposure to animal waste poses some risk to zoonotic diseases; proper safety methods in handling and disposing of the waste will be demonstrated. We also work in all weather conditions. Protective, safety wear (gloves, masks, shoes, boots, rain gear, and clothing) is the responsibility of the individual. Many of the tasks may result in dusty, smelly, or wet conditions and can also include the use of chemicals such as bleach, quaternary ammonia, degreasers, or aerosol lubricants. If you have physical limitations (allergies, unable to lift or stand long periods, etc) this may not be the best string on which to volunteer.

### Education Animal Room Specific Info:

Ability to follow instructions is one of the most important abilities and is one of the criteria for determining how much a volunteer can do on the string. Being able to adjust to new situations is also essential. The job of a volunteer includes working with different keepers and other volunteers. Keepers are responsible for what volunteers do on the string therefore they can determine the tasks assigned to the volunteer. In other words, one keeper may have trained you to do A, B, and C, but a different keeper may only be comfortable having you do B and C.

# Commissary

## Areas of Responsibility:

Commissary

Walk-in refrigerators/freezers located in MZ and CZ

Grey storage container in CZ parking lot

## Introduction to String:

Welcome, your time spent in the commissary is highly appreciated! The work here can vary from chopping diets and cleaning to carrying heavy supplies. Please tell the keeper if you have any physical limitations or allergies and we will be happy to accommodate them. At times you may be working with other volunteers, keepers, interns or apprentices and at other times you may be working independently. Generally, commissary volunteers do not come into contact with any of the zoo animals, but the work we do here is essential for keeping the animals healthy and allowing the other keepers more time to enrich the animals' lives. We greatly appreciate people who find the time in their busy lives to become valuable Animal Management volunteers.

## Typical Volunteer Activities:

- Commissary volunteers may be asked to do any of the following:
- Making produce and meat diets
- Handling raw and frozen food items including fish, mice, rats, guinea pigs, pigeons, chicks, chickens
- Washing dishes, cleaning counters
- Sweeping, mopping, dusting, cob webbing, disinfecting, scrubbing
- Lifting and carrying heavy bags and boxes of food and/or supplies
- Making enrichment items
- Cleaning feeder animal (mealworms, crickets, fish) container
- Volunteers/interns will only be asked to do those tasks that they feel comfortable doing.