

## Seneca Park Zoo – ZooTeen FAQs

This document outlines guidelines the Education Department is following to protect the health and safety of ZooTeens, staff, and animals. As things may change, we will communicate any modifications to teens and their families.

### How is the Zoo managing group sizes to allow for social distancing?

We have reduced the number of teens onsite at the same time to allow for proper distancing at ZooTeen stations and during meetings. Interviews and trainings *might* be conducted virtually, depending on the state and local guidelines at that time.

### Are masks required?

Seneca Park Zoo is removing the requirement for program participants to wear face coverings to be effective March 7, 2022. While face coverings are no longer required, they are optional, and anyone choosing to wear a mask is welcome to do so.

### Will there be health screenings?

The health and safety of our guests, staff, volunteers, and animals is our top priority. Anyone, staff or ZooTeen, who is sick or has someone in their household who is sick, must stay home.

### How is cleanliness maintained?

Commonly touched surfaces are cleaned and disinfected throughout the day. Frequent hand washing or use of hand sanitizer is encouraged for ZooTeens and staff.

### What do ZooTeens do?

ZooTeens talk to guests at educational stations set up throughout the Zoo. Each station has a topic that the teens are trying to teach guests.

### What is a typical volunteer shift like for a ZooTeen?

Teens start their shift by having a group meeting with the ZooTeen Coordinator. During this meeting, they hear important updates and announcements, as well as get excited for the shift ahead. After the meeting, ZooTeens go to their stations

throughout the Zoo. They stay at each station for around 30 minutes and then rotate to the next station. At the end of the shift, teens have another group meeting with the ZooTeen Coordinator where they receive kudos and share how the shift went.

### What is the time commitment?

Teens are expected to volunteer for a minimum of 48 hours. They choose the dates and times for their shifts using an online sign-up system.