

Zoo ALIVE Expectations

We expect a lot from the young adults in this program. It can be a life-changing experience for the teens who rise to the challenge. If you are wondering if your teen is ready for this program, please review the expectations below.

Zoo ALIVE teens are expected to:

- Communicate clearly and professionally in person, on the phone and via email
- Regularly check and read emails and messages, and respond promptly to requests for information
- Use the Zoo's volunteer management system (CERVIS) to sign in and out when volunteering – either using the app or logging in from a computer, as well as for scheduling their 2 monthly events
- Read and follow all instructions for volunteering at events, including where to meet, how to set up, and what to do
- Arrive, depart and volunteer at the Zoo without adult supervision
- Understand and meet the needs of children in our programs, putting the children's needs before their own
- Provide exemplary customer service to Zoo guests and program participants
- Supervise and lead children as they walk from place to place in the Zoo
- Exhibit appropriate social behaviors with other teens in the program, Zoo staff, our Zoo guests and program participants
- Share their passion for animals and conservation with others
- Accept feedback as part of the learning process, and strive to improve their performance
- Volunteer and act in accordance with the values of the Zoo and our Youth Programs Unit
 - Zoo Values (Community, Creativity, Openness, Integrity, Life-Work Balance = CCOIL) see more here: <https://www.stlzoo.org/about/mission>

If you have any questions about any of the expectations, values, or your child's ability to meet them, we would be happy to discuss them with you. We realize that some youth may need more support than others and are happy to discuss the best way to support your youth. Please contact zooalive@stlzoo.org to discuss any accommodation needs.