Docents, managed by the Zoo's Education Department, are friendly, fun-loving and knowledgeable volunteer adults who conduct the various educational programs at the zoo and in the community on behalf of the zoo. They help visitors and school children learn about animals and conservation by setting up and staffing education stations, providing spot talks in front of animal enclosures, assisting zoo visitors and answering questions, and ensuring that biofacts are used and stored properly. As our eyes and ears on grounds they also assist with the assurance of public safety.

Docents may also choose to serve on committees and help with special events. Because Docents play an important role in meeting the mission of the Sacramento Zoo, there are additional requirements and expectations for volunteers seeking this position.

Requirements

- Successfully complete Zoo Ambassador program and 15 hours of service
- Complete Animal Welfare Training
- Submit a timely and complete Sacramento Zoo Docent Program application to the Volunteer Coordinator
- Physical Requirements: Docent must be able to move freely throughout the zoo; able to engage with the public for a minimum of two hours at a time; verbally communicate in a manner that is easily understood; independently set up, manage, and appropriately store biofacts in the cabinets (2-4 feet from the ground) at each station; be able to safely lift a minimum of 10 pounds; read and follow multi-step directions; and independently evacuate should an emergency arise.

Once Accepted into the Docent Training Program

- Be a member of the Sacramento Zoological Society
- Pay course fee of $20 (Course fee and Zoo Membership dues must be paid by the first day of class)
- Pay one-time fingerprinting and background check fee of $60 and pass a DOJ/FBI criminal background check.
- Complete all online courses (approximately 6 hours per week)
- Commit to attend all on Zoo grounds course classes (see schedule that follows)
- Maintain an active e-mail address, have printer, and feel comfortable using computer for online course work and scheduling hours
Class Instruction and Examination Requirements

2019 Class Schedule
January 11, 25 (9:00am-4:00pm)
February 1, 8, 22 (9:00am-4:00pm), February 29 (time TBD)
March 7 (9:00am – TBD)
March 14 (9:00am – noon) Final exam – on Zoo grounds
March 21 (10:00am – noon) Graduation

- **Must** attend all class sessions
- Accompanied by a mentor and/or a veteran docent, must participate in two station talks, and one spot talk (1-2 hours each)
- Under the supervision of a Training Committee Member, must successfully complete a “check-out” on one station talk
- Successfully pass the final written course examination
- Within one year, work each of the 6 stations with your mentor or a member of training committee and receive their sign off. Completion is due by December 31st.

Probation Period
During a final provisional station talk check-off, a Training Committee member may recommend a probation period for the Provisional Docent. The probation period will be open-ended and a final check-off may be scheduled at the request of the Provisional Docent. During the probation period, the Provisional Docent must wear an “in training” name tag with the uniform and must have a mentor present during all public education (spot talks, station talks, go talks). The Provisional Docent will be allowed to participate in the graduation ceremony but will not be given the permanent Docent name tag until a final check-off is completed.

Docent Uniform
- Program provides one uniform shirt (orders taken during course). Additional shirts (and other clothing: jackets, windbreakers, vests) are available for purchase
- Program provides one name badge (additional badges may be purchased)
- Docent trousers or shorts must be khaki, black, dark blue, grey, or brown. Blue jeans and blue denim shorts are not permitted.

Commitment to Docent Program
Once accepted into the Docent program you are expected to commit to the following annual requirements:
- Maintain active membership in the Sacramento Zoological Society
- 50 hours “Public Education” (PE) hours. **During the first year, new docents are required to put in 25 hours of “Public Education hours (PE)**
- 10 credits per year in “Continuing Education” (CE) credits. **First year requirement is 6 credits.** 8 units must be met through attendance at Zoo Walks, preferably a minimum of one per quarter. Zoo walk occur on the 2nd Saturday or the Thursday after the 2nd Saturday each month
- Completion of the online Safety class.
- Periodic Peer review
• Work a minimum of three (2-hour) spot talks or station talks during the months of April, May, or June. The three shifts can be at any time in the three months, one per month or all three shifts in one of the three months
• Possess a strong conservation ethic
• Interact in a positive manner with guests, volunteers, and staff

Application Process
The Sacramento Zoo Docent application is attached to this information sheet. Docent Applications may be mailed, dropped off, or emailed and must be received by December 7, 2019.

Mail (or drop off):
Sacramento Zoological Society Education Department
3930 West Land Park Dr.
Sacramento, CA 95822-1123
Attn: Katelyn Ferrie

Email:
kferrie@saczoo.org