



# INCLUSION AND BEHAVIOR POLICIES

FRANK BUCK ZOO EDITION

Worldwide Wildlife is an equal opportunity organization that welcomes children of all ages, genders, ethnicities, national origins, disabilities, religions, sexual orientations and/or relationships with veterans into its programs. If you have any questions, concerns or your child needs an accommodation for disability, please contact the Worldwide Wildlife staff to discuss.

All zoo programs are designed for children to remain in a group setting without adult involvement. In addition to age requirements, campers must be able to spend up to three hours of the day outside, walking around the zoo, and able to spend up to three hours of the day in a classroom setting.

**Please read our behavior policies with your Junior Zoo Crew member before their scheduled program day.**

We expect each JZC member to always act respectfully when they are on Zoo property or participating in our programs. JZC members are to behave in a kind, responsible way, and respect the right and dignity of others.

- JZC members must take responsibility for their actions.
- JZC members respect themselves, each other, zoo equipment, and the environment.
- JZC members must maintain honesty as the basis for all relationships and interactions.
- JZC members will be caring in all their relationships with others will undergoing Worldwide Wildlife programs.

**Examples of unacceptable behavior (but not limited to):**

- Refusing to follow behavior guidelines or program rules.
- Using profanity, vulgarity, or obscenity.
- Stealing or damaging property (personal or camp property)
- Refusal to participate in activities or cooperate with staff.
- Disrupting a program

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- Leaving the group without permission
- Endangering the health and safety of children and/or staff.
- Unkind, mean, or harmful behavior towards other JZC members or staff
- Fighting of any kind

Each JZC member is expected to treat all participants with respect and to help each other achieve the best possible experience. If a JZC member has difficulty meeting this expectation, parents/legal guardians may be called upon to assist. Our leadership addresses all incidents seriously and trains staff to promote communication with their staff and JZC members. We work together as a team to ensure that campers gain self-confidence, make new friends, and go home with a good program experience.

## **Behavior Procedures**

Conflicts between JZC members are a normal part of growing up. At Worldwide Wildlife, we believe conflict resolution between JZC members should be the first step to resolving issues. If the conflict continues, Worldwide Wildlife staff will take the following actions.

- Staff will redirect the JZC member(s) to a more appropriate behavior.
- If inappropriate behavior continues, the JZC member(s) will be reminded of behavior guidelines and program rules, and the JZC member(s) will be asked to decide on action steps to correct his/her behavior.
- If a JZC member(s) behavior still does not meet expectations and is affecting the experience of other participants, as a final-action step, the participant may be dismissed from the program.

*Program fees are non-refundable if a participant is sent home for disciplinary reasons. Physical violence or harmful language toward another JZC member, staff member, or zoo animals will result in immediate dismissal from the program.*

