



Tarpon Springs Aquarium

1722 North Pinellas Avenue, Tarpon Springs, Florida, 34689

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Volunteer Policies

(Make sure to also watch the orientation video before you volunteer at tarponspringsaquarium.com/volunteers)

Safety and Security

- If you or a guest is injured, you should immediately ask any staff or manager available for assistance.
- Volunteers are expected to report misconduct of other volunteers/employees to Aquarium management. This should be done immediately and without confronting the accused.
- Volunteers must not be in possession of any drugs, alcohol, or weapons on aquarium property.

Attendance

- Volunteers are expected to come in on time when they are scheduled.
- Volunteers must report to the volunteer coordinator if they will be absent or late as soon as possible.

Animal Care

- Volunteers are expected to handle animals minimally and carefully. Volunteers may not feed or handle any animals without permission from management.

Authority of Management

- Aquarium management reserves the right to discontinue volunteers without giving a reason.
- Volunteers must follow instructions and rules from management and are expected to ask when there is confusion.
- Volunteers must not perform tasks that they are not yet authorized to do by aquarium management. Aquarium management reserves the right to give and withhold responsibilities as seen fit.

No Solicitation

- Volunteers may not solicit for tips.

Family Benefits

- Active volunteers immediate families (grandparents, parents/guardians, siblings, children, spouse) are allowed free entry into the aquarium. This does not include anything beyond admission (e.g. animal food). Any other family does not receive benefits.

Dress Code

- Volunteers will be provided with an aquarium T-shirt which they must wear when volunteering. If more shirts are needed, volunteers must request another shirt. Typically, additional T-shirts must be bought.
- It is important that volunteers be dressed in a presentable and appropriate fashion. It is important that volunteers dress to work safely and comfortably.
- Accessories, such as bracelets, necklaces, earrings, etc. should be kept to a minimum.
- Shoes should be closed-toed & closed-heeled

General Procedure

- Volunteers are expected to take no more than 30 minutes for lunch unless given permission in advance.
- Volunteers are not allowed to do their own work (such as school work), unless given explicit permission.
- Volunteers are responsible for updating personal data, such as change of address, contact telephone numbers, etc. with the Volunteer Coordinator.
- Volunteers are required to keep track of their own hours if necessary (such as for school).

Professional Standards

- Volunteers must be respectful of management, customers, and other volunteers.
- Volunteers are expected to be engaging with customers as directed.

Identification

- Volunteers should always conspicuously wear their name tag.

Evaluation

- Your job performance will be evaluated regularly.
- The evaluation may be unscheduled, informal and oral. Discuss any successes, difficulties, suggestions and questions that you have.

Cell Phones

- Cell phones are to be left out of site during volunteer hours. Volunteers must get permission from management to use a cell phone during volunteer hours.