Animal Care Internships

Lead and Inspire by Connecting People and Wildlife.
Our Mission: “Lead and Inspire by Connecting People and Wildlife.”

Our Vision: The Sustainable Co-existence of all Living Things.

Our Values:

- Animal Welfare
- Community Commitment
- Innovation
- Transformative Education
- Outstanding Service
- Leadership
- Fun
- Conservation
- Science-based

Make It G.R.E.A.T.

GREET. RESPOND. ENTERTAIN. APPEARANCE. TEAMWORK

We couldn’t achieve our mission without the support of our community and our guests. This is one reason why guest service is a top priority here at the Columbus Zoo and Aquarium. Our team works hard to make sure every guest has a G.R.E.A.T. experience.
Thank you for your interest in our internship program!

We are excited that you are considering our Zoo as part of your learning experience. Whether you work with the public or behind the scenes, as a Columbus Zoo and Aquarium team member, YOU are making a difference. Every team member and every position helps us achieve our mission of connecting people and wildlife. See how, as a team member, you are part of the bigger picture by checking out the conservation projects we support around the globe: https://globalimpact.columbuszoo.org/projects

Internship Program Timeline:

- Interested candidates apply through the Zoo website and attach a resume with the online application.
- Applicants who are chosen for an interview will be contacted by the respective department to start the interview process.
- Supervisor offers position to applicant and once applicant accepts, Human Resources Department reaches out to start onboarding process. This includes sending out necessary forms, orientation information, TB testing information, and starting the background check process.
- An offer is contingent on whether or not the potential intern passes the background check.
- An orientation date is agreed upon by the HR department and the intern.
- It is the intern’s responsibility to review the Internship Guide and any other information given and contact their department or HR with any questions.
- Interns begin on their scheduled start date, coordinated by the department they will be interning in. It is the intern’s responsibility to record hours on the daily log sheet that’s provided by the department.
- The HR department will e-mail interns regularly regarding important information, intern events, etc. It is the responsibility of the intern to check e-mail regularly to receive these updates as well as updates from their department.
- At least one week prior to the end of an internship, interns should notify the HR department of their end date. Interns will be given the Internship Evaluation to complete.
- On the last day of the internship, all Columbus Zoo and Aquarium property (keys, badge, etc.) must be returned to the department supervisor.
Internship Goals, Benefits, and Responsibilities

Internship Goals

The goal of the Columbus Zoo and Aquarium internship experience is to support the Animal Care Departments and provide pre-professional, experiential learning opportunities for the interns.

Intern Benefits

- Zoo and Wilds Parking is free with I.D. badge.
- Free admission to the Zoo and Zoombezi Bay with I.D. badge any day. Monday-Friday interns can bring 1 guest as well.
- 40% off food with I.D. badge at Zoo, Zoombezi Bay, Safari Golf Club, and the Wilds.
- 25% off retail items with I.D. badge at Zoo, Zoombezi Bay, Safari Golf Club, and the Wilds.
- Rides wristbands (Zoo) are 50% off one daily ride.
- Free Safari Transport Tour (Wilds) with I.D. badge. May pay upcharge for Open Air Safari admission.
- Safari Golf Fees: $5 for large bucket of balls. Weekday fees are $15 for 18 holes and $11 for 9 holes. Weekend/Holiday fees are $24 for 18 holes and $13 for 9 holes. Carts are $8 for 18 holes and $6 for 9 holes. While at the golf course you get 40% off of food and 25% retail with badge.
- $3 Creature cash for each Make It G.R.E.A.T. card redeemed at HR or Zoo Guest Relations.
- Wilds Sunset Safari Tours are $50 per person and the WildSide Tour is $35 per person.
- Nomad Ridge stay (Wilds) is 25% off with I.D. badge. Lodge stay is also 25% off (fee for any cancellations 14 days or less).
Intern Responsibilities

- Arrange housing and reliable transportation. If intern is late, absent or needs to leave early, the intern must contact the department supervisor.
- Arrive on time and in proper uniform. Coordinate breaks and schedule changes with the department supervisor.
- An internship term is 12-16 weeks. Minimum hours are at least 16 hours/week (Spring, Fall) and at least 24 hours/week (Summer) in a specific department on a schedule agreed upon by the intern and the department supervisor.
- Log in and out each scheduled day. Interns may not exceed 8 hours a day or 40 hours a week.
- Provide excellent guest service by positively interacting with guests and upholding the Make It G.R.E.A.T. standards.
- Develop and maintain cooperative working relationships with all team members and contacts regarding company business.
- Maintain a strong work ethic and positive attitude.
- Adhere to all Zoo policies and procedures. Immediately report any injuries to your department supervisor and go to the First Aid Office if necessary.
- Demonstrate care and concern for wildlife and support for the Zoo’s mission.
- Have fun and utilize this experience as an intern at one of the top Zoos in the country!
Uniform Guidelines

- Well-groomed, conventional hair.
- Animal Care team members are required to wear closed-toe, shoes or boots with socks.
- No excessive or offensive tattoos.
- Sweatshirts and outerwear with Zoo logo are available for purchase.
- Khaki pants or shorts no shorter than fingertip length.
- Limited visible piercings.
  - Ladies: up to 3 sets of earrings allowed
  - Guys: one set of earrings allowed
  - All other visible piercings must be removed before coming to work (nose, lip, eyebrow, etc.)
- Name/I.D. badge must be worn at all times.
- Polo shirts must be tucked in. ‘Camp’ shirts may be available and can be worn un-tucked.
Zoo Location and Parking

Columbus Zoo and Aquarium address:

4850 W. Powell Rd.
Powell, Ohio 43065

Parking

Free parking is available to interns in the main parking lot. All team members are required to park in the spaces designated on the map below.

Some interns will park in the service area complex (near Zoo business office). Supervisors will provide parking information.
Public Transit

COTA Bus

The COTA bus, or #98 Zoo Bus, runs during the summer season. The COTA bus fare is $2.00 for Local/Crosstown and $2.75 for Express. There are also 31-day passes available for purchase. Additional information can be found on COTA’s website (www.cota.com) or by contacting COTA by phone at (614) 228-1776.

Housing

It is the intern’s responsibility to set up housing if necessary.
Internship Programming

Each intern will be responsible for completing the following per term:

- Intern orientation (for first internship only)
- Six departmental quizzes
- Three “Group Learning Sessions”
- Individual Project (see below)
- Final Reflection Paper (see below)
- Internship Evaluation

Department Quizzes

Experienced keepers in your respected areas will create a learning environment that will include hands-on training as well as 10-question multiple choice quizzes relating to animal husbandry, biology, animal welfare, etc. You must receive 80% correct on each quiz in order to count toward your mandated programming.

Group Learning Sessions

You will have regular learning opportunities to attend educational sessions on a myriad of topics relevant to working at the Columbus Zoo and Aquarium. These may include such topics as:

- Animal Rights vs. Animal Welfare
- Animal Training and Enrichment
- Animal Transport
- Zoonotic Disease
- Education in Zoos

Each intern must attend a minimum of three Group Learning Sessions

Individual or Group Project

Each intern will be asked to complete a project or activity that demonstrates the learning outcomes of their internship. Projects must be competed according to the timeline assigned by the supervisor.

Final Reflection Paper

This paper should be a minimum of two pages and include:

1.) List each Learning Objective (above) and discuss the extent to which the objective was met.
2.) If an objective was not accomplished, explain why.
3.) How were you able to apply classroom knowledge to your internship experience?
4.) How can you utilize this experience when returning to the classroom or workplace?
5.) How has this internship impacted your career choice?

Evaluation

At the end of the internship the intern is evaluated based on their performance. Below is an example of an Internship Evaluation Form.

Supervisor Name_____________________________________________ Date_________________________
Department______________________________________________ Phone___________________________
Name of Intern___________________________________________________________________________

Please evaluate your intern on the following:

- Enthusiasm about the position
- Interaction with other team members
- Ability to handle assignments
- Ability to meet deadlines
- Quality of work
- Attendance
- Punctuality
- Amount of supervision needed

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<th>Enthusiasm about the position</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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<tr>
<td>Interaction with other team members</td>
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<tr>
<td>Amount of supervision needed</td>
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<td>Good Mix</td>
<td>Too Low</td>
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What were some strengths your intern possessed?

What could your intern do to improve future performance?

What value did you and your department receive from the experience you had with your intern?

Comments: