

Behavioral Guidance Process for Docents

If a concern/complaint is brought to either the Docent President or the Director of EdVenture, an immediate conversation will occur with the appropriate docent(s) involved. The concern will be discussed openly (without judgement) and the docent(s) will have the opportunity to describe the experience from their perspective. An action plan will be developed (with the Docent President/Director of EdVenture and the involved docent(s) to help prevent this concern/complaint from reoccurring. An email will be sent to involved persons to follow up on the conversation and clearly lay out the action plan.

If the same concern/complaint arises in the future, the Director of EdVenture will have an immediate conversation with the involved docent(s) and provide a more specific path moving forward. This may include asking the docent(s) to abstain from a specific activity for a period of time (i.e.: if there are reoccurring complaints during tours, a docent may be asked to abstain from leading tours) and go through a “retraining” process. An email will be sent to involved persons to follow up on the conversation and clearly lay out the action plan.

If the same concern/complaint arises for a third time, the Director of EdVenture may ask the involved docent(s) to step down from either the specific activity or the Auxiliary in general (this is dependent on the severity of the complaint and will be determined on a case by case basis with the docent President and Immediate Past-President. If the Director of EdVenture recommends that the docent leave the Auxiliary, the recommendation will be forwarded to the Board of the Auxiliary and appropriate procedures followed pursuant to Section 7 of the Bylaws of the Cheyenne Mountain Zoo Auxiliary.

This process will restart when and if a new concern/complaint arises. (If there is a complaint about a docent’s uniform followed by a concern about a negative attitude—they will be treated as two different scenarios and will both start at the beginning of the process.)

Exceptions: If the complaint is severe enough (harassment, physical harm to others or animals, intentional disrespect to zoo and its policies/procedures, etc.) the Director of Edventure may recommend to the Auxiliary President and Immediate Past-President that a docent leave the Cheyenne Mountain Zoo Auxiliary immediately. In that case the requirements of Section 6 of the Bylaws regarding immediate suspension and the requirements of Section 7 of the Bylaws of the Auxiliary relating to termination and Subsection 37(2) of the Rules and Policies of the CMZ Auxiliary shall be followed.

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