

# RAGING REPTILES

## VOLUNTEER PROTOCOLS & ANIMAL ACCESS LEVELS

### FULL SOP — TRAINING & ACCOUNTABILITY STANDARD

v1.0 | **Effective:** February 13, 2026

#### Purpose & Standard

These protocols establish a controlled volunteer program that prioritizes animal welfare, guest safety, and facility security. Volunteers are not staff. Access to animals, tools, and keys is earned through training, demonstrated competence, and supervisory approval. Volunteers must operate strictly within their assigned level.

#### General Volunteer Responsibilities (All Levels)

- Sign in daily in the Front Desk Daily Operations Journal and review entries before beginning tasks.
- Wear appropriate attire and closed-toe shoes; maintain hygiene before and after animal contact.
- Follow staff instructions immediately and ask before performing unfamiliar tasks.
- Maintain clean floors and work areas; animals may ingest debris dropped by guests.
- Report animal concerns, hazards, or supply shortages immediately.
- Capture photos/videos only when directed and in accordance with guest waivers and privacy expectations.
- No unsupervised interaction with guests regarding animal handling unless explicitly authorized.

#### Volunteer Level System (Animal Access)

Volunteers are assigned a level that determines which animals they may work with. Advancement requires staff approval, demonstrated competence, and consistent adherence to protocols. Volunteers may never self-assign tasks outside their level.

#### Level 1 — Orientation / Support Only

**Allowed:** Cleaning non-hazardous areas, preparing food, washing bowls, restocking supplies, basic maintenance. **Animal Contact:** None, except incidental contact under direct staff supervision. **Not Allowed:** Handling animals, opening enclosures, feeding live prey, working alone in animal areas.

#### Level 2 — Small / Low-Risk Species (Supervised)

**Allowed:** Supervised handling of small reptiles and invertebrates (e.g., small geckos, small lizards, select inverts), feeding herbivores/insectivores as directed, enclosure spot-cleaning. **Requirements:** Demonstrated calm handling, hygiene compliance, enclosure security awareness. **Not Allowed:** Large lizards, large snakes, venomous species, or high-stress animals.

#### Level 3 — Intermediate Species (Direct Staff Presence)

**Allowed:** Handling medium-sized reptiles and stronger species under direct staff presence, deeper cleaning tasks, assistance during educational interactions. **Requirements:** Proven reliability, correct handling technique, awareness of escape risks. **Not Allowed:** Large constrictors, monitors, or any animal designated high-risk.

### **Level 4 — Advanced (Designated Volunteers Only)**

**Allowed:** Work with challenging species under staff direction, assistance with larger enclosures, controlled feeding tasks. **Requirements:** Extensive experience, consistent judgment, explicit approval by management. **Not Allowed:** Solo work with large constrictors or large monitors unless specifically assigned and supervised.

### **Level 5 — Restricted Species Assistance (Case-by-Case)**

**Allowed:** Assistance with large constrictors, large monitors, or other high-risk species ONLY under direct staff control. **Requirements:** Demonstrated strength, technique, calm demeanor, and explicit task-by-task authorization. **Not Allowed:** Independent handling, public demonstrations, or enclosure access without staff present.

### **Key Control & Access**

Only experienced volunteers approved for key access may hold keys. Keys must be signed out in the journal with volunteer name and key number and returned before departure. Keys may not be shared. Missing keys are escalated immediately.

### **Prohibited Actions (All Volunteers)**

- Handling animals outside assigned level.
- Opening enclosures without authorization.
- Walking around with animals outside designated holding areas.
- Using chemicals near animals or spraying glass while installed.
- Leaving tools or sharp objects accessible to children.
- Ignoring journal instructions regarding special care or medications.

### **Advancement & Discipline**

Advancement is earned through reliability, skill, and adherence to protocols. Violations may result in demotion, suspension, or removal from the volunteer program. Safety concerns override volunteer preferences.