

# Honolulu Zoo Work Rules

## Table of Contents

Attendance .....	1
Sick Leave.....	2
Vacation Leave.....	2
Overtime and Compensatory Time Off .....	3
Limited (Light) Duty.....	3
Bridge Jobs .....	3
Rest Periods and Lunch Breaks .....	4
After-Hours Work.....	4
Safety .....	4
Housekeeping.....	4
Housekeeping rules: .....	5
Pest Control.....	5
Hazardous, Toxic, Combustible and Flammable Material rules:.....	5
Mechanical Equipment Rules.....	5
Animal Procedures .....	6
Public Area Safety .....	7
Personnel Protection Equipment.....	7
Keys and key usage .....	8
Fire.....	8
Tsunami .....	9
Tsunami preparation procedures:.....	9
Visitors Entering Zoo Exhibits .....	10
Animal Abuse by the Public .....	10
Essential Zoo Employees for Declared Emergencies .....	11
Essential Emergency Zoo Employees:.....	11
Employee Conduct and Appearance .....	11
Staff Communications.....	13
Concern Resolution .....	14
Public Information and Release of Information to the Media .....	16
Long Distance Telephone Calls .....	16
Computer Internet Access policy.....	16
After-hours Emergency Personnel .....	16
Paging system Instructions: .....	17
Prohibited Items and Activities .....	17
Driving and Parking on Grassed Areas in City Parks.....	18
Hale Kokua (Employee's Lounge) .....	18
Smoking .....	18
Lost and Found.....	18
Job performance - Animal Keeper Staff.....	19
Supervision.....	20
Addendums: .....	21
RULES FOR RADIO USEAGE .....	30
UNIFORM POLICY .....	32

## Honolulu Zoo Work Rules May 2003

The Honolulu Zoo is striving to fulfill its potential for being one of the best zoological parks in the world. It is located in an ideal and historic site enjoyed by our residents and by millions of visitors to the Islands. Our Zoo is on the threshold of major development, and all of us, as members of the Zoo's team, have the opportunity and the challenge to achieve a level of excellence we can all take pride in.

As part of the effort to improve internal management and internal operations, the former publication, Honolulu Zoo Staff Standard Operating Procedure (SOP) has been revised and reissued as the Honolulu Zoo Work Rules. This Manual is a reference to help you, a member of the Honolulu Zoo team, do a better job in your public service at the Zoo. It sets forth work rules, procedures, and guidelines to help you understand what is expected of you in general, as well as in certain specific situations. I know you will find it helpful in your work.

These personnel practices and procedures clarify what is expected of Zoo supervisors and staff. If there is any conflict with provisions of a collective bargaining agreement or a civil service rule, the applicable collective bargaining agreement or civil service rule shall govern.

### Attendance

<i>Hours of Work</i>	<i>Start</i>	<i>End</i>	<i>Lunch/Meal</i>
Animal Exhibit Branch (Except night keepers)	7:30 am	4:30 pm	60 min.
Night Keeper - 1st Shift	12:00 am	8:30 pm	30 min.
Veterinary Technicians	7:15 am	4:15 pm	60 min.
Veterinarian	7:15 am	4:45 pm	90 min
Facilities / Grounds Maintenance Branch	7:00 am	3:30 pm	30 min.
CSSP Coordinator	7:00 am	3:30 pm	30 min.
Others	7:45 am	4:30 pm	45 min.
Zoo front office	8:15 am	5:00 pm	60 min
Zoo front office	8:45 am	5:30 pm	60 min
Horticulturist	6:30 am	3:00 pm	30 min

Notification of absence on account of illness or injury shall be given as soon as possible on the first day of absence or, if impracticable, as soon thereafter as circumstances permit.

If you are not able to contact your supervisor, code a phones have been set up to aide in this communication process. The following code a phones can be used:  
Administration staff: call 971-7171, Animal staff: call 971-7167, Grounds Maintenance

staff: call 971-7181, Facility Maintenance staff: call 971-7183, Veterinary staff: call 971-7180.

If you are leaving a message, be sure to leave the following information: your name, date of call, reason that you will be absent or late and when you plan to return to work. If you are requesting emergency vacation, you must leave a telephone number so your supervisor can contact you to approve your leave. It is the responsibility of the employee to seek approval before vacation leave is granted.

If you are not able to get through to your section code a phone, call the front office at 971-7175 or 971-7174 after 8:30 a.m. and leave a message with front office staff. They will contact your supervisor and relay your message.

Any animal supervisor scheduled for weekend work who will be absent or late for work should leave a message on 971-7167 so other supervisors can make needed adjustments to support your work area.

Employees, who need to leave the Zoo during their regular workday because of sickness, shall notify their immediate supervisor before leaving. If your supervisor is not available, please contact the next person in the chain of command.

### **Sick Leave**

Sick leave will be authorized only for sickness as defined by the applicable collective bargaining agreement. Both sick leave and vacation leave are officially granted after the application for leave form (DF88) is submitted in duplicate and is accepted. It is the responsibility of the employee applying for sick leave to submit the completed Application For Leave of Absence form, completely and accurately when returning to work. Failure to comply with the provisions in your collective bargaining agreement in regards to submitting leave forms is subject to disciplinary action and or leave without pay. If you are unsure of how to fill out the correct forms, see a supervisor.

If there are indications that an employee is abusing sick leave, the Department Director may initiate an investigation of sick leave and may take such actions as are permitted by the applicable collective bargaining agreement and Civil Service Rules and Regulations.

### **Vacation Leave**

All applications for vacation shall be subject to the approval of the immediate supervisor, the Branch Supervisor, and the Zoo Director. Vacation requests shall be submitted sufficient time in advance of the proposed commencement date of such vacation to enable department head to make arrangements for the necessary readjustment of work in assigned department. This requirement for advance notice does not apply to any bona fide emergency situation that may arise in which earned vacation time is requested to cover the period of absence, but the employee must comply with the notification requirement in the paragraph previously described.

## **Overtime and Compensatory Time Off**

Because Zoo operation necessitates a seven-days-a-week work schedule, assignment of overtime may be required from time to time

As provided by the collective bargaining agreements, an employee who has compensatory time-off credit shall be scheduled for compensatory time-off as mutually agreed to with the appointing authority, that is, subject to the Zoo Director's approval. The U.S. Fair Labor Standards Act allows an employee to accumulate up to 240 hours of compensatory time-off. Accordingly, an employee who has earned compensatory time-off may request payment for the compensatory time-off credit at any time, if workload and work schedules do not allow the employee to take compensatory time-off.

All overtime accumulated must be accompanied by an Emergency Overtime form and verified by the supervisor who authorized the hours, along with the reason for such overtime documented on the form and on the time sheet. If you are electing to waive the cash compensation, you must use the Election of Compensation Waiver form and clearly indicate the number of hours you wish to have designated as CT hours. A signature is required by the employee in order to elect CT. Failure to submit the form electing CT before the hours are processed by the office personnel will be granted as cash overtime hours.

## **Limited (Light) Duty**

Limited or light duty is work requiring restricted physical exertion. It includes tasks such as typing, filing, and data input, and is only meant as a temporary alternative to normal work assignments. Its purpose is to provide an employee, who is unable to function at full capacity, some short-term employment that is useful to the employer. Therefore, the availability of limited duty is dependent upon (a) whether or not there are any limited duty tasks to be done; and (b) whether these tasks are considered productive, as well as essential, to zoo operation.

In addition, before limited duty is granted, employees are required to submit a doctor's certificate stating (a) that the employee is able to perform limited duty; (b) the limitation on the kind of work that may be performed; and (c) the duration of time that light duty may be performed.

When available, limited duty shall not exceed six months. Extensions will be granted at the discretion of the Zoo Director.

## **Bridge Jobs**

The Bridge Jobs Program was developed to allow staff injured on the job a way to return to work under the limitations agreeable with the employee's doctor. The employee benefits by working their way back to full duty in a safe, planned manner. The association between the patient, the doctor and the employer will fit the employee in an appropriate job, selected from pre-approved activities designed for the limitations of the injured party.

## **Rest Periods and Lunch Breaks**

Employees are permitted 10-minute rest periods in the morning and afternoon, and lunch periods as scheduled. Due to the Zoo's 43-acre site, employees are permitted five minutes to travel to and from workstations. No employee is authorized longer rest periods or lunch periods.

Rest periods and lunch breaks must be taken at prescribed time schedules unless mutually agreed upon to deviate. It is recognized, however, that occasional changes in lunch periods may be necessary due to operational needs. These changes will require the approval of the supervisor.

Rest periods may be taken at designated sites on Zoo grounds; employees may leave the Zoo grounds for lunch breaks.

## **After-Hours Work**

Employees are generally not allowed to remain on Zoo grounds or in service areas after their workday unless authorized to do so by their supervisor. Employees are responsible for getting authorization from their supervisor to perform after-hours work. Supervisors must notify security staff when they or their subordinates will be engaged in after-hours activities. Security will report such activities in the daily report.

## **Safety**

Safety is all of our responsibility. The Honolulu Zoo has a responsibility to provide our visitor, staff and animal populations with an environment, which is safe and free from hazards. Basic standards include conducting a monthly safety review of zoo to ensure standards are met. A section SOP (Standard Operating Procedure) manual was developed to ensure safety of people and animals and is updated annually. Emergency equipment is available and accessible to staff, and all staff are properly trained in its use. Emergency procedures have been developed for hurricanes, tsunami, fire and animal escapes. Annual training and review is given for prevention of back injuries, use of power equipment, knowledge of zoonotic diseases, and use of fire equipment. Storage facilities are provided for proper storage of chemicals, gas, and oil. Staff has knowledge of, and access to MSDS (Material Safety Data Sheets) and available in all designated areas. Locks and latches are properly maintained and in operating condition to ensure there are no animal escapes. First aid kits, eyewash bottles and fire extinguishers are stocked and readily available. Exhibit hot-wires are monitored and in working order at all times. Pests and feral animals are trapped and disposed of to minimize the negative impacts to our facilities and collections.

## **Housekeeping**

Employees must not create or contribute to unsanitary or unsafe conditions or poor housekeeping. Employees must always maintain facilities and work areas in a safe and sanitary condition. To accomplish this safety rule and standards are set.

## **Housekeeping rules:**

The areas must be generally tidy. Aisles are to be kept clear for safe passing. Floors generally clean and not slippery with any matter or algae. Drains must be properly covered and functionally clean.

Section showers and bathrooms must be clean, sanitary, operational and stocked. Hand washing area must be available with soap.

Storage facilities must be reasonably neat, clean, and orderly with no supplies stored or stacked ready to fall. There should be no protruding items from shelves.

Tools not being used should be stored neatly and left in working order. Cutting blades must be covered or protected to avoid injury.

Walking surfaces should be free of humps, standing water, moss and holes. Trip hazards must be avoided or clearly marked...Overhead obstacles removed or clearly marked in walkways.

## **Pest Control**

Uncontrolled rodent and pest populations could have serious negative impacts on zoo operations and animal populations. Active programs must be developed by the Vet and animal staff in coordination with the pest control contractor or pest control officer to prevent infestation, and staff must report and help control rodents and pests.

## **Hazardous, Toxic, Combustible and Flammable Material rules:**

All Material Safety Data Sheets (MSDS) must be kept up to date and staff is required to be familiar with the contents.

All containers containing hazardous, toxic, combustible or flammable materials must be properly labeled. Staff using any of these must be trained on proper usage and using required safety equipment. These items should always be stored away after use and never left in food preparation areas or adjacent to animal pens. No Smoking signs must be posted where any of these materials are kept, along with any other necessary warnings. Hazardous material disposal must follow recommendations on the original packaging label. Containers must not be re-used when label indicates such. Hazardous Material Training is offered annually. Staff is required to attend.

Large propane tanks permanently mounted must be protected from damage by vehicles. Gauges must work properly, and propane-warning signs must be kept visible. Protect tanks from corrosive material.

## **Mechanical Equipment Rules**

Staff must be trained in power equipment usage prior to engaging equipment. All equipment should be in safe working order and verified by inspection prior to use. Equipment must be cleaned and stored away after use, and any damages reported using a RED TAG and verbally reporting it to the appropriate supervisor. Any piece of

equipment with a RED TAG must not be used until it is declared ready for use by the Assistant Zoo Director or designee. (See Lockout/Tagout Policy addendum)

Staff provided with safety gear must store it and keep it in safe working condition. Always get unsafe item replaced immediately before usage.

Staff using mechanical equipment must be trained in its safe usage around others. This includes all vehicles, including carts and bicycles, and all turf and plant equipment. All items must be in general safe working condition. Report all discrepancies with a RED TAG and notify the supervisor in charge of the equipment. Vehicles must have brakes and steering in safe working condition at all times.

Employees must not neglect common safe driving practices, be careless in observing safe driving rules or disregard to safe driving practices. Employee must not speed, drive directly through a crowd of people, fail to yield to pedestrians, or engage in horseplay while driving. The SPEED LIMIT on public walkways in any vehicle is 5 miles per hour whenever anyone is present, and not to exceed 10 mph ever. This includes bicycles.

Driving on grounds during the hours from 10:30 am till 3:00 pm is restricted unless the person is given approval from the Assistant Director or supervisor. Riders are restricted to equipment having beds with sides. All legs and arms must be within the bed.

## **Animal Procedures**

All staff should be trained at least semi-annually in escape procedures. Participation in these semi-annual drills is mandatory for all employees. All animal staff must be trained in the proper use of emergency equipment.

As a matter of practice all emergency CO2 bottles must be functional and charged. They are to be stored in the designated area so they are available in an emergency. Animal emergency cards should be available with the bottle and could be attached for convenience.

Dangerous animal cages must be clearly marked with any special instructions. A current inventory of the cage must be clearly visible and maintained during any changes. Dangerous animal cages must be double locked. All locks and doors must be working properly, and lubricated according to the section SOP if exposed to the weather elements. Dangerous animal cages must be inspected daily. Foliage around cage hot-wires must be trimmed and inspected monthly.

Two-way radios are provided and must be in the control of any keeper working in section with Category I dangerous animals. Radios must be serviced annually and protected from the weather. If a radio malfunctions it will be turned in to the Operations clerk and a loaner will be provided.

Capture equipment is stored in the Capture Equipment Trailer. It must be inspected monthly. The seal must remain in tact so we know no tool or implements are missing. If for any reason the material is used, the trailer must be returned to its stocked capacity

and a new seal will be installed. The Mammal Curator is responsible to see it is inspected and stocked.

Emergency equipment stored in sections is marked on the Code Red Card. It must be in the designated area.

Pepper spray bottles are available to staff for emergency animal escape use. Staff members electing to carry the spray must be trained prior to acquiring a bottle. The spray will remain on inventory for two years only, despite the date on the can. Any can that leaks must be carefully disposed of properly and reported.

The antidote for the spray is kept at the Vet Clinic. Initial first aid is to flush with clear water. Do not put soap on the pepper liquid. Follow the directions on the antidote can for any contact with the spray.

If a can of pepper spray is discharged for any reason other than training, a report must be filed reporting the circumstance it was used, location and anyone or thing affected by the spray. It will be necessary to clean the areas the spray is used. Use of the pepper spray unlawfully could have negative implications. Never horseplay or use it in a manner other than for self-defense or rescue in an emergency situation.

## **Public Area Safety**

We all play a part in ensuring safety for the visitor and ourselves. Secure guardrails gates to prevent children from wandering where they should not be. Fences should be standing and have no dangerous projections. Public walkways should always be free of trip hazards. Walkway surfaces are to be maintained in good repair. Trees and shrubbery in public areas must be free of thorns. Dead branches hanging must be removed or reported for removal. If there is an immediate danger to staff or visitors we must flag off the area in question.

## **Personnel Protection Equipment**

The Department Policy on Respirator Usage requires approved NIOSH/MSHA respirators must be used whenever using chemicals such as Pittchlor, mists such as spray paints or some pesticides. Staff must be trained by a qualified instructor for the brand of respirator being used. All staff required to use respirators must have a current pulmonary certificate, and be fit tested prior to use. Staff must comply with facial hair requirements whenever a facemask respirator is used. It is mandatory that staff properly clean and store the units properly. Defective units must be turned in for replacement immediately. Supervisors are required to inspect that storage and cleaning of units are being done. The Departments policy is available for employees to review. Ask your supervisor, or check your section SOP for further information regarding use.

Employees must not fail to properly caring for, or store safety equipment. All safety equipment issued to employees must be stored and cared for in a manner that maximizes its longevity and use.



## **Keys and key usage**

Employees not issued permanent keys must turn in their keys prior to leaving the job site.

Keys are sometimes given to volunteers or trainees during the course of the day. It is the responsibility of the keeper to retrieve the keys before the person leaves for the day. If keys are inadvertently taken home, an attempt to return them to the zoo must be made.

Staff may be required to take keys home with them in order to do after hours, or preshift work. The decision to do so is made by the authorized supervisor assigning the work. Keys must be dropped off at the end of the overtime period.

## **Fire**

The zoo provides a variety of extinguishers for emergency use. Annual training is to be provided to every employee to ensure the equipment is used properly and effectively. Attendance at these sessions is mandatory for all employees. Employees are required to know what extinguisher is needed in their work areas.

The savanna area of the zoo is a high risk for grass fire. There are two hydrants to aid the fire department. One is located along the walkway near the Savanna One service area and the other is near the giraffe barns on the Service Road. These are not set up for zoo staff usage. See the code red card map for locations of all emergency extinguishers and hydrants.

The Discovery Building is equipped with a bell alarm and automatic sprinkler system. Be aware of the meaning of this bell and be ready to call 911 for fire emergency.

1. If a fire is discovered in any building, the Zoo staff should immediately evacuate all visitors and employees as quickly and safely as possible. Keep calm and avoid a public panic.
2. If the fire is small, attempt to put out the fire yourself. However, do not attempt to extinguish any fire that is related to petroleum, chemical or is an electrical short circuit.
3. Notify the Zoo Administration Office immediately by radio identifying the location of the fire. They will call the Fire Department and Police for assistance. HFD and HPD will be directed to enter the Zoo at the Kapahulu or the Monsarrat Service Gate, whichever is closer to the fire.
4. The highest-ranking supervisor at the scene assumes authority and is the Officer-in-Charge (OIC) in directing staff and controlling the public.
5. The OIC will direct one employee or Security to open the main Kapahulu/Monsarrat Service Gate for the fire truck. That employee will direct the fire truck to the fire site. The gate will be left open but manned by Security for other fire, police and ambulance vehicles as needed.
6. Employees should know the locations of Zoo fireplugs and extinguishers within the Zoo. The attached map identifies their location.
7. Zoo employees should not take any unnecessary risk to fight the fire. Leave that to the Fire Department.

8. If a fire develops in an animal exhibit (e.g., Children Zoo) do not release any animals unless the public is cleared out of the building and is ushered a safe distance away from the fire. The order to release any domesticated animal will be given only by the OIC. Absolutely no dangerous animal will be released from its enclosure even if it means it will perish in the fire.
9. Until Police arrive, the Zoo staff will mobilize itself for crowd control. Animal keeper staff will be assigned primarily to protect threatened animals and associated facilities.
10. As police and firefighters assume their roles, the Zoo staff will report to the OIC for assignments. Staff should not be preoccupied with watching the fire.
11. If a fire develops at night, the Night Keeper will take prompt action to call the Fire Department (911) and then the Assistant Zoo Director by phone. The Assistant Zoo Director will call appropriate Zoo staff to respond to the Zoo emergency. The Night Keeper will open the Kapahulu/Monsarrat Service gate and standby to lead the fire truck to fire site. Keep in mind the turning radius of a large fire truck may limit access to many parts of the zoo from Kapahulu Avenue entrance. The Monsarrat gate is the better choice for all central areas of the zoo.
12. The following facilities are identified as potential fire sites (see addendum Site Map for localities):
  - a. Children Zoo
  - b. Maintenance Facility Building
  - c. Education Building
  - d. Hale Kokua
  - e. Reptile Building (Herpetarium)
  - f. Zoo Administration Building
  - g. Veterinary Hospital
  - h. Kapahulu Café food concession
  - i. Tropical Outpost gift shop

## **Tsunami**

Tsunamis or tidal waves are a potential threat to the Honolulu Zoo due to our close proximity to the Waikiki seashore. Any tsunami alert must be taken seriously.

Due to its origin, there is usually time to monitor a tsunami' s progress. The Zoo, therefore, will usually have time to prepare for such an event. Civil Defense will issue public bulletins and guide our actions.

Check your section SOP for instructions and priorities related to tsunami.

### **Tsunami preparation procedures:**

1. Once Civil Defense issues an official tsunami alert for Hawaii, the Zoo will start preparations to protect its animals.
2. All dangerous animals will be removed from exhibit and locked into sleeping quarters, barns or holding pens. This includes elephants, hippos, rhinos, felines, primates, carnivores, giraffes, ostriches, Make them comfortable and feed if time permits. Animals should be locked in periodically during different

- times of the day to acclimate them to coming in other than the normal lock-up time.
3. Relocate all vehicles and equipment to area mauka of the Children's Zoo.
  4. Remove important Zoo records and documents from office and safeguard in van. Capture equipment, tranquilizer equipment, and radios will also be removed and stored in the van, Vet truck or cab of a pickup.
  5. Clear all visitors from the Zoo and inform them of the Civil Defense tsunami alert.
  6. Upon notification, Zoo employees will vacate the Zoo and seek higher ground. Staff will return only when the all clear is issued by Civil Defense.
  7. The primary route to higher ground will be Monsarrat Avenue to Diamond Head Road. Zoo staff will assemble at Kapiolani Community College Campus for further instructions.
  8. If a tsunami hits Waikiki, all emergency designated Zoo employees will return to the Zoo as directed by the Zoo Director to appraise damages and take security measures as necessary.
  9. If a tsunami alert is issued at night, the Zoo Director will call appropriate emergency Zoo personnel to help secure the Zoo and animals as necessary.

### **Visitors Entering Zoo Exhibits**

There always exists a possibility that an irresponsible zoo visitor may enter an animal enclosure. Such incidents have taken place in other zoos and have resulted in serious injury and loss of life.

This is a serious and dangerous situation and as with animal escapes, there is no absolute plan to prepare for all such occurrences. We can, however, develop general guidelines for employees to address this hazard.

1. Any visitor attempting to enter or found inside an animal exhibit must be ordered by any Zoo employee to immediately get out of the enclosure.
2. Regardless of the visitor's action, employee should immediately radio to seek help from other staff.
3. If visitor is in a dangerous animal exhibit, immediately radio for HPD and Veterinarian for immobilizing drugs, killing weapons and capture equipment. Direct Zoo Administration Office to call police to assist in situation.
4. Keepers should make every effort to attempt to lock animals into their night quarters. If not possible, use water hose, CO2, or pepper spray to keep the animal away from the intruder. Aim for the face of the animal to obscure possible attack.
5. Other staff assisting should clear visitors from immediate area to avoid further excitement.

### **Animal Abuse by the Public**

Animals are protected under the Revised Ordinances of Honolulu 1990, Chapter 10, Article 10-1.2 (a) 5: (Within the limits of any public park, it is unlawful for any person to annoy, molest, kill, wound, chase, shoot or throw missiles at any animal or bird) and endangered species are protected under the Endangered Species Act of 1973. Zoo

staff and/or Security will investigate any report of animal abuse. The supervisor of the section of the animal being abused will determine the severity of the action and the consequences that could range from a counseling to removal to an arrest. All cases of abuse will be documented by Security.

### **Essential Zoo Employees for Declared Emergencies**

There will be occasions when the Mayor, Director of Enterprise Services, Oahu Civil Defense Agency or other government agencies will declare a state of emergency. During such time, essential emergency employees will be required to either remain at or report to zoo for work assignment. The list of essential employees is compiled through a hearing in front of the Labor Board.

### **Essential Emergency Zoo Employees:**

1. Zoo Director
2. Assistant Zoo Director
3. Zoo General Curator
4. Animal Specialists
5. Zoo Veterinarian(s)
6. Zoo Education Specialist
7. Park Grounds Maintenance Superintendent
8. Lead Building Maintenance Repairer
9. Administrative Assistant

Other staff members may be called or retained for emergency work as requested by the Zoo Director.

### **Employee Conduct and Appearance**

As a Zoo employee, your conduct reflects upon the Zoo, the City and County of Honolulu and the zoo profession in general. Our actions are important not only in terms of "image" but also for the safety and welfare of our animals, fellow employees and the general public. Our behavior must conform to established policies and procedures of the City and with the Code of Ethics for AZA and other related organizations.

1. Employees must be courteous at all times when dealing with the public. Visitors should be greeted or at least acknowledged since they have chosen to visit us. Be polite but firm if it is necessary to inform zoo visitors for violation of rules and regulations.
2. Zoo employees are expected to dress appropriately for work. Clothing shall be neat and clean, and appropriate work shoes must be worn at all times.
3. Long hair must be tied back or restricted under a cap or hairnet when working with animals or machinery.
4. Employee language must be proper and appropriate. Under no circumstances will cuss words or profanity be tolerated in front of the public, in reports, or in our work site.
5. No form of gambling is permitted in the Zoo.
6. The use of intoxicating beverages or behavior-modifying drugs is strictly prohibited. Employees who are under the influence of such substances (to the

- degree that it is apparent to the public or Zoo management that it interferes with the safe and proper conduct of their work) will be subject to disciplinary action.
7. To prevent the erroneous impression of staff "goofing off", employees should not congregate in public areas. If employees have completed their work assignments they should see their supervisor for other assignments.
  8. Political activities are strictly prohibited in the Zoo. These include but are not limited to campaigning, soliciting donations and fundraising.
  9. Friends or relatives may not accompany an employee during the course of their daily work activities unless authorized by their supervisor.
  10. Employees should not intermingle their personal property or activities with those of the Zoo (e.g., animals, plants, artifacts, tools, research projects). The City will not recognize any claims for personal property lost or damaged in the Zoo.
  11. Employees must not use office phones for personal business except in emergencies.
  12. Employees shall not tease, molest, or harm animals; throw foreign objects at animals; or feed animals without authorization.
  13. All Zoo employees should make a conscientious effort to pick up litter, paper, and debris in the Zoo in the normal course of our workday. This not only contributes to the appearance of the Zoo, but also to the well being of animals.
  14. Fair play should be the attitude shown by all employees when dealing with fellow employees, supervisors or subordinates. It will go a long way toward making your job pleasant for yourself as well as your co-workers.
  15. Employees may not sign-in or sign-out for fellow employees. The falsification of records is grounds for disciplinary action including termination.
  16. Keys issued to an employee are the responsibility of that employee during his/her shift. Keys must be returned at the completion of an employee' s shift. Failure to return keys may result in disciplinary action.
  17. Employees are issued personal protective equipment as well as equipment that is shared within the sections. Employee must not use or be in the possession of another employee' s personal or sectional equipment without first obtaining the employee' s consent.
  18. Employee must report any personal injury or equipment damage immediately to their supervisor.
  19. Employee is only allowed to smoke in designated areas.
  20. Employee must follow chain of command and work through their immediate supervisor.
  21. Employee must treat fellow employees, supervisors, and public in a professional manner.
  22. Animal staff will find themselves in a variety of situations when dealing with the public. Staff will be required to address, resolve or mediate the concern or problem of the visitor. Staff is required to engage the visitor in a polite, friendly and courteous manner at all times. It is expected that staff will make every effort to meet the visitor' s needs whenever possible.
  23. Animal staff must be appropriately dressed in a uniform that clearly identifies them as a Honolulu Zoo employee. See to zoo uniform policy addendum.

- Non-City staff (e.g. SSA, HZS) must consult with Zoo management before choosing their uniforms so as not to be mistaken for animal keepers.
24. Employee must not enter any area that they have not been given proper authorization. Whenever the employee is entering an area that they are not assigned to they must notify staff assigned to that area.
  25. Employee must use positive conflict resolution options when they have conflicts. A Concern Resolution Form has been developed for staff use. Staff must fill in the concern resolution form and turn it into their immediate supervisor. It is important that staff clearly identify what their concerns are.
  26. Employees must not participate in or instigate rumors or gossip, which affects staff moral.
  27. Employees are not allowed to feed animals in other sections without authorization.
  28. All radio conversations must be made in a professional manner that supports an effective and cordial work environment. See radio use and care policy addendum.
  29. Employees must keep the use of all personal phone calls to a minimum during work hours. Personal calls should be made during employee' s break periods. Telephone rules apply to cell phones as well. No one should be using cell phones when operating any type of equipment. Cell phones should be turned off during meetings.
  30. The use of personal CD players (headphones) is prohibited during non-break hours since this could prevent an employee from hearing emergency transmissions. Radios in sections should be kept on low volume so as not to intrude on the visitor's experience.
  30. Animal keepers assigned to an animal section must complete a daily report, filling in all appropriate information. The daily report is for factual information and not commentary.
  31. Employees must always keep in mind that the Zoo is here to care for the welfare of the animals as well as educate and provide a pleasant experience for our visitors.

## **Staff Communications**

Employees are expected to work through their immediate supervisor in resolving problems, seeking changes in policy or procedure, or in conveying information to higher authorities.

There are two important reasons for following this "chain of command" route: (1) it relieves high authorities from spending time on matters that can be handled by a supervisor; (2) it ensures that all employees in an area know what is going on. The chain of command, therefore, serves as an important communication tool in conserving time and keeping everyone informed.

1. The chain of command works both ways. The Zoo Director works through the Branch Chiefs and Section Supervisors in issuing orders and instructions, or in conveying information.
2. In instances (during the absence of the immediate supervisor) when it is necessary for an employee and a higher authority to confer on some matters

- of operation, policy or procedure, both the employee and the higher authority should inform the supervisor of the discussion upon the supervisor' s return.
3. The chain of command is only one means of communication. There are others where zoo employees can confer directly with higher authority. These include:
    - a. Daily reports
    - b. Discussion with the Zoo Director and Specialists when they make rounds
    - c. Staff meetings
    - d. Written memos in which you copy-in everyone concerned
    - e. Zoo Director' s "open door" policy as scheduled after you have advised your immediate Supervisor
  4. All work orders must be submitted through the chain of command.
  5. Employees who correspond with other zoos or agencies on matters relating to the Zoo must send a copy to the office of the Director via their immediate supervisor. Matters of personal interest, that do not involve the Zoo, should not be copied to the Zoo office.
  6. A supervisor who desires the assistance of an employee from another section should first obtain the approval of that employee' s supervisor.
  7. When a supervisor is absent and there is some question about deviating from normal procedures, employees are required to seek approval or guidance from a higher authority. As a rule, normal routine should not be altered without approval.
  8. Refusal to comply with the directive from a supervisor is insubordination and is cause for disciplinary action (unless the order is unsafe, illegal or immoral). If you disagree with your supervisor' s instruction, follow them as given, and then appeal the directive to the next level of authority.
  9. All leave requests (vacation, administrative, leave without pay) must be initialed by your supervisor.

## **Concern Resolution**

Management has the responsibility to provide all employees with a safe and productive working environment. Policies are developed by management to encourage and support a safe and productive working environment for all employees.

When an employee has a concern dealing with issues that affect their work environment they have an opportunity to have that concern addressed through the Concern Resolution process. Employees that have concerns must fill out a Concern Resolution form and give it to their immediate supervisor.

Actions required for concerns dealing with:

1. The need for clarification on Zoo Policies or the need for information.
  - The immediate supervisor must meet with the employee and then take steps to clarify the policy or provide the employee with needed information.
2. Inappropriate behaviors or action.
  - The immediate supervisor will start an investigation.

- If a concern involves a supervisor then the next supervisor in line will take on the responsibility for the investigation.
- The investigation will start with the person with the concern. This person must clarify what the issue is and then provide details to corroborate the concern. This person should also provide names of witnesses to the incident if available.
- If a person(s) has been accused of inappropriate behavior or action that person(s) should be given an opportunity to review the allegations and to make comment on such incident. The person(s) can refute the allegation or give reason for their actions. This person(s) should also provide names of witnesses to the alleged incident if available.
- The supervisor must review the allegations and identify what Policy the alleged infraction relates to.
- The supervisor must acquire information from witnesses to determine if the allegations are corroborated.
- If the allegations are not substantiated then all parties involved must be notified.
- If the allegations are substantiated then the supervisor must review the past history of the employee in question as to their involvement in any similar behavior. The supervisor must make recommendation for corrective action.
- The supervisor will need to complete the Supervisor Report for Policy Infractions. The report plus all investigation material must be given to the Zoos Administration Officer to review and make final recommendations.
- If accusations are found to be false and malicious then an investigation may be initiated to address this concern with the possibility of disciplinary action.

Investigations will typically start at the informal level that will result in an informational notice to the employee(s) in question. If the investigation determines that disciplinary action may be required then the employee(s) in question must be re-interviewed. The employee must then be notified that a formal investigation is being conducted and that disciplinary action may be taken. They should be informed that they have the right to union representation during this process.

If the allegations indicate that disciplinary action may be taken then the investigation should proceed on a formal basis. (As indicated above)

Supervisors will be held accountable to deal with all employees concerns on a timely and equitable basis. To monitor the supervisor' s role in the investigation, the supervisor may be required to fill out the Investigation Review report. Supervisor should keep documentation as to; when you were made aware of concerns, what action did you take to corroborate the facts related to the alleged concern, and what corrective action, if any, was taken to remedy the employees concern.



## **Public Information and Release of Information to the Media**

Any request from the press or other media for information shall be referred to the Zoo Director, unless you have been expressly authorized by the Zoo Director to respond to inquiries from the press or other media.

If authorized to answer questions from the press or other media, you are authorized to discuss matters relating to your area of responsibility that are factual. Any matters dealing with Zoo policy or City policy shall be referred to the Zoo Director. Any controversial subject matter shall also be referred to the Zoo Director for response.

Designated staff for the Zoo Director's review and signature shall prepare all news releases about the Zoo. Such news releases will be forwarded to the Department for approval and submission to higher authority.

## **Long Distance Telephone Calls**

1. Long distance phone calls may be made only for official Zoo business. No personal long distance calls may be made on Zoo telephones.
2. Only designated telephones can be used for long distance calls.
3. Make your phone call. If you encounter a bad connection, get a wrong number, or are cut off during the call, hang up and call the Operator (dial "O") immediately. If you are making an Operator assisted call, do not hang up but signal the Operator by depressing the plunger on your telephone for one second. Explain what happened and the charges will be adjusted.
4. Immediately upon completion of the call fill out the Long Distance Phone Log, providing all the information that is requested.

Unless authorized, long distance telephone calls or telephone calls resulting in charges are prohibited.

## **Computer Internet Access policy**

Refer to City and County Internet Policy and Procedures, Mayor's Directive 86-1 (See addendum)

## **After-hours Emergency Personnel**

Zoo supervisors or night personnel staff should report emergency situations on weekends or non-operating work hours to the following people in the prescribed order until a positive response is obtained: For any emergency requiring someone to return to the Zoo, call the Assistant Zoo Director first by phone, cell or pager. If the Assistant Zoo Director is unreachable, then call the General Curator for animal-related emergencies or the Lead Building Maintenance Repairer for facility-related emergencies. If these employees are unreachable, then call the appropriate person down the line who can resolve the emergency. (See addendum)

## **Paging system Instructions:**

Call the pager number as indicated on the Zoo Emergency Phone Numbers list. After the beep(s) put in one of the following codes depending on the urgency of the return call, followed by your phone number and the # key.

101 Urgent: call back within five minutes

102 Semi-urgent: call back within the next hour

103 Routine: call back by the end of the day

Hang up your phone and wait for the return call.

## **Prohibited Items and Activities**

To provide a safe and serene environment for Zoo visitors and Zoo animals, it is necessary to prohibit certain items from being brought into the Zoo grounds and to curtail certain activities.

1. The following items cannot enter Zoo grounds:
  - a. Bicycles (including those with training wheels), tricycles, skates, razor scooters, Heelies (shoes w/ removable wheels), roller blades and skateboards
  - b. Balls and balloons
  - c. Radios
  - d. Frisbees
  - e. Fireworks
  - f. Hibachis and other cooking utensils
  - g. Pets; (except seeing eye dogs)
  - h. Miniature motorized vehicles
  - i. Other items that pose a potential danger or nuisance to visitors or animals
  - j. Straws and plastic cup lids
  - k. Laser pointers
2. Seeing-eye dogs are permitted to enter the Zoo. The Zoo strongly recommends that visually challenged persons use a sighted person as their Zoo guide. In this way, the guide can describe and interpret the exhibits for the blind. Seeing-eye dogs violate the quarantine standards of the Zoo, and can be a disruptive element with some Zoo animals. Physically challenged visitors will be allowed to use their own wheelchair or scooter provided they are provided with guidelines on their usage.
3. No alcoholic beverages can be brought into the Zoo except if a City alcohol permit is acquired and an area is designated for serving these beverages.
4. The use of campfires and hibachis for cooking on Zoo grounds is prohibited except under certain approved events and conditions.
5. Visitors are not allowed to feed any zoo animals unless directed. Feeding feral birds in the Zoo is prohibited.
6. Animal abuse of any kind is strictly prohibited and subject to applying laws.

Zoo staff finding minor violations of the above restrictions should politely but firmly ask the visitors to comply with these regulations. If the visitor refuses to comply, promptly refer the matter to the security officer.

## **Driving and Parking on Grassed Areas in City Parks**

Driving on grass must be kept to a minimum at all times. If your job requires that you drive on the lawn you must take steps to prevent damage to the lawns, irrigation and water systems.

## **Hale Kokua (Employee's Lounge)**

Hale Kokua is dedicated to the Honolulu Zoo staff and shall be maintained as a place of "refuge". Employees may use the facility for breaks and lunch periods, as well as for fellowship and social activities. The Hale Kokua chalkboard and bulleting boards are intended for sharing Zoo-related information and not for political or personal opinions.

### **To ensure an atmosphere of rest and relaxation, the following rules should be observed:**

1. Shoes, boots, slippers, etc. must be cleaned before entering the building. A boot-washing area is available for muddy boots.
2. Employees should leave the area clean and neat after each use.
3. Cooking utensils are available. User must clean the stove/oven immediately after each use; used pots/pans must also be washed, wiped and put away.
4. Be considerate of others who may be trying to rest; turn down the volume on radios or use earphones.
5. For the sake of comfort, health and safety, please smoke outside the building and dispose of cigarette butts in the proper receptacles.
6. Alcoholic beverages are prohibited at these premises.

## **Smoking**

In order to safeguard public, as well as animal, health and safety, the following rules shall be observed by all Zoo employees, Honolulu Zoo Society employees, concessionaire employees, volunteers, CSSP assigned people, contract employees, and visitors:

1. All personnel will comply with Revised Ordinances of Honolulu 1998, as amended, Chapter 41, Article 21.
2. Smoking is strictly prohibited in all areas within City-owned or controlled buildings leased by the City, and in restrooms open to the public.
3. Smoking is strictly prohibited in areas in and around animal exhibits and holding pens, Animal Health Center, Commissary, Children' s Zoo, Reptile Building, feed warehouse, any hay barn or storage shed, or in any area where there is a risk of fire.

### **Sites designated for staff smoking are:**

1. Hale Kokua and lawn
2. Any designated public area within the zoo

## **Lost and Found**

To ensure the proper handling and disposal of lost and found articles, the following procedures shall be observed:

1. All lost and found articles shall be turned in to security or in their absence your immediate supervisor as soon as possible; the supervisor shall then turn item(s) in to Zoo Administration Office.
2. Complete the "Lost and Found" form available at the front office. It is not necessary to complete the form for found items.
  - a Description of item(s) lost
  - b Date item(s) lost
  - c Location
  - d Person's name, address and phone number
- 3 All valuables (cash, watches, jewelry, camera, etc.) must be turned in to HPD by the Zoo Administration Office after reasonable attempts have been made to contact the owner of the articles.
- 4 Non-valuables must also be turned in to HPD, but discretion and common sense should prevail on what kinds of items to turn in.

### **Responsibilities of Clerk-Typist for Lost and Found Items**

- 1 Receive all lost and found articles and log in "Lost and Found Book".
- 2 Contact HPD at 911 and request that a "Found Property Report" is made.
- 3 Turn over "Lost and Found" article(s) to police officer.
- 4 Note transfer of "Lost and Found" articles in logbook:
  - a Date of transfer
  - b Name and badge number of HPD Officer
- 5 Secure HPD Officer's signature in logbook.

### **Job performance - Animal Keeper Staff**

1. Employee must always maintain work standards as defined by the Section's Standard Operating Procedures as defined by the section supervisor
2. Employee must always use their time productively to address the needs of their workstation.
3. Employee must carry out work orders, assignments or instructions as efficiently as possible with out delay.
4. Employees must only take the allotted amount of time for breaks and meals.
5. Employee must always wear appropriate uniform.
6. Employee must always follow procedures to properly maintain equipment and facilities
7. Employee must take steps to keep vehicles filled with fuel. Vehicles, which are below half full, will need to be filled.
8. Employee must make sure that the animals under their charge are given fresh food and water as delineated in SOP
9. Employee must properly monitor collection under their care as delineated by their SOP
10. Employee must follow all security and safety procedures when working with their animal collection.
11. Employee must secure all exhibit and support facilities before leaving area.
12. Employee must always maintain the security of all animal exhibit and support facilities as delineated by the SOP.

## Supervision

1. For the purposes of this manual, a supervisor is defined as someone with continuing responsibility for the conduct of others in achieving a task, and includes any person temporarily assigned to a supervisory position.
2. The following guidelines are established to assist in understanding the role and responsibilities of our supervisors.
3. Whenever a person accepts the responsibility of a supervisor, that person is responsible for supporting the policies and positions of management. Occasionally, disagreements will occur and a good supervisor will fairly and objectively present concerns of subordinates to management. However, after appropriate evaluation and explanation have been completed, it becomes the supervisor' s responsibility to enforce and support management' s final decision and to publicly maintain that position.
4. Supervisors are required to report violations of rules, policy or procedures to management and to recommend corrective action or discipline.
5. Supervisors are responsible for the orientation, training and evaluation of their subordinates. Their judgment and recommendations will play a key role in the hiring, promotion, discipline, and personnel actions affecting employees.
6. All supervisors must have a thorough knowledge and understanding of:
  - a. City and County personnel rules, policies and procedures; and union contracts affecting their subordinate personnel;
  - b. Department policies and procedures, Parks and Recreation rules, regulations, and charges and fees as applicable to the Zoo.
  - c. City and County purchasing procedures;
  - d. Federal, State and City laws, ordinances, rules and regulations applicable to their work;
  - e. Honolulu Zoo policies and procedures;
  - f. Professional guidelines of appropriate organizations (e.g., AZA Code of Ethics)
7. Supervisors should be especially familiar with policies and procedures that apply in daily routine (safety, accident/injury reporting, union contracts, requisitioning and purchasing, etc.)
8. Supervisors are held accountable for the general condition of their assigned areas, including housekeeping and proper maintenance of all equipment, vehicles, and supplies assigned thereto.
9. Supervisors are to work through the Zoo Director in matters dealing with the Department, Honolulu Zoo Society, and other outside agencies or organizations. In some cases, contacts with external agencies will be delegated by the Zoo Director.
10. When dealing with outside agencies, care must be taken to avoid making commitments that only the Zoo Director, Department or Honolulu Zoo Society can make.
11. Supervisory employees should not give any credence to "shop gossip". They should instead determine the facts behind rumors and clear the air. It is important to remember that certain situations or circumstances are private matters and must be treated accordingly.
12. Supervisors must use proper discretion in divulging sensitive or confidential zoo information to employees or the public, particularly matters that affect a person' s right to privacy.

13. To be effective, supervisors must project a positive attitude by their words and actions.
14. Supervisors are obligated to report all violations of a serious nature, or activities of a controversial nature, regardless if public or employees are involved, and even when such violations or activities occur outside the supervisor' s area of supervision.
15. When leaving the Zoo grounds during working hours, supervisors are required to inform the Zoo Office of their intended absence and anticipated time of return.
16. All long-distance phone calls must be recorded on specified forms and submitted to the Director for approval. These forms are usually available at all designated long-distance phones.
17. Supervisors who are required to attend management meetings should not be tardy. If unable to attend, the Director' s office should be informed.
18. When employees leave employment at the zoo, the immediate supervisor is responsible for recovering tools, supplies, keys, operations manual, rubber boots, rain gear, employee identification cards, safety equipment and uniforms if issued by the Zoo. Lockers and assigned areas should be cleaned and ready for reassignment
19. Supervisors are responsible for all work orders that are specific to their areas and for following up on requested work to ensure that it is done expeditiously. Upon completion, a review by supervisors should be conducted to verify that repairs were satisfactorily completed.
20. Supervisors are responsible for providing employees with complete orientation.
21. Supervisors must enforce all zoo policies and procedures.
22. Supervisor must provide staff with proper training to insure zoo operations and staff safety.
23. Supervisor must take appropriate steps to ensure that work standards are being met.
24. Supervisor must monitor work to ensure that all appropriate work standards are being met.
25. Supervisor must properly communicate with staff to keep them informed about activities occurring in zoo operations that may affect them.
26. Supervisor must always respond to staff concerns on a timely basis.
27. Supervisor must always set a good example for employees.
28. Supervisors are responsible for conducting timely investigations.
29. Supervisors are responsible for writing and discussing annual Job Performance with employees in a timely manner.
30. Supervisors are responsible for verifying their employee' s hours of work, leave or overtime status of all employees under their supervision.
31. Supervisors are responsible for insuring that information provided on leave request forms is accurate.
32. Supervisors are responsible for insuring that all requirements are met for posting schedules per Union contract.

### **Addendums:**

The following pages contain:

1. Zoo Emergency Phone Numbers

2. C&C Internet Policy and Procedures Zoo
3. Maintaining a professional Work environment
4. Lockout/tagout – (Red Tag)
5. Radio Usage
6. Uniform Policy
7. Emergency Site Map

Zoo Emergency Phone Numbers (Confidential)

Name	Position	Work #	Home #	Pager #	Cell	Comments
<b>Administration</b>						
Ken Redman	Zoo Director	971-7177	988-1126	540-6485		All emergencies
Tommy Higashino	Asst. Zoo Director	971-7189	833-7242	540-6487	398-6815	All emergencies
Dennis Asai	Admin Asst II	971-7178	734-2836			Front office alarm
Mary Harbold	Zoo Ed Spec II (TA)	971-2509	395-2023			Docent emergencies, City ed prog
Barbara Thacker	HZS	926-3191	944-1914			Spec events, HZS ed prog
Suzie W. Gardner	HZS	971-7176	625-7356			HZS ed programs
Benson Lau	Service Systems	924-0880	223-5004	299-4917	782-8245	Snack bar, Zootique, spec events
<b>Animal Exhibits</b>						
Peter Luscomb	General Curator	971-7197	261-3645			All animal emergencies
Linda Santos	An Spec III-Birds	971-7169	734-6980			Bird emergencies
Susan Arbutnot	Keeper II-Birds	971-7167	239-9915			Bird emergencies-backup
Duane Meier	Animal Spec III-Rept	971-7168	732-6313(u)			Reptile emergencies
Dwain Uyeda	Keeper II-Reptiles	971-7167	735-1603			Reptile emergencies-back up
Richard Ball	Animal Spec III-Mam	971-7193	737-0388			Mammal emergencies
Sean Casey	Keeper II-Savanna	971-7167	735-4453			Mammal emergencies-back up
Maurice Bolosan	Keeper II-Elephant	971-7167	485-1376			Mammal emergencies-back up
<b>Veterinarian Staff</b>						
Dr. Ben Okimoto	Zoo Veterinarian II	971-7180	368-5067	540-7411	368-5067	All animal emergencies
	Zoo Veterinarian I	971-7180		540-7500		All animal emergencies
Chris Dupre	Zoo Vet Tech II	971-7194	841-2709			All animal emergencies-back-up
Lynne Heya	Zoo Vet Tech I	971-7194	396-1023(u)			All animal emergencies-back-up
<b>Maintenance</b>						
John Hanohano	Lead BMR	971-7183	671-8230			Maintenance emergencies
Danny Leong	BMR	971-7183		737-0127	780-5652	Maintenance back-up
Gerald Shimizu	BMR	971-7183	988-9924			Maintenance back-up
<b>Grounds</b>						
Kurt Richter	Groundskeeping Spvr I	971-7181	548-0723			Grounds/irrigation emergencies
Victorino Acorda	Sr. PMO/Grounds	971-7181	845-4886			Irrigation emergencies
Anthony Pa	Sr. Groundskeeper	971-7181	422-1357			Irrigation emergencies
<b>Zoo Security</b>						
Ernest Kanekoa	KSJ International	393-2263				Security emergencies
Zoo radiophone		529-3966				Contact Security after hours

(u) indicates unlisted number: Rev. 10/23/02



## DEPARTMENT OF DATA SYSTEMS

**DDS/Tech-2**  
**February 1, 1996**

**SUBJECT:**  
Internet Guidelines and Procedures

**REFERENCE:**  
Mayor's Directive 86-1

### **PURPOSE**

- To clarify the proper use of INTERNET in the City.
- To provide potential INTERNET users in the City with information on opportunities and concerns on its use.
- To assist in planning for INTERNET use by City Employees.

### **INDEX**

**Background**

**Internet Security**

**Internet Access Through Service Providers**

**General Guidelines**

**Duties and Responsibilities**

### **PROCEDURES**

#### **A. BACKGROUND**

The rapid worldwide acceptance of the INTERNET as a means of accessing and sharing information is growing at an exponential rate. Today there are over 30 million INTERNET users. This number is expected to be over 80 million by 1998 and 150 million users by the year 2000.

The City and County of Honolulu is providing INTERNET access capability to its employees to help them gain greater insight to emerging technologies and business opportunities on the INTERNET; to promote creative ideas on increasing revenues and reducing cost; to provide access and sharing of information for more informed decision-making; and, to effectively communicate with other INTERNET users around the world.

#### **B. INTERNET SECURITY**

Although the INTERNET has provided opportunity for information exchange among millions of users, it is currently unsecured and unregulated. It may provide opportunities for unauthorized access to other connecting networks, illegal penetration of networks by "hackers", fraudulent data manipulation, introduction of computer viruses, and many other security-related problems. Therefore, it is mandatory that each employee accessing the INTERNET take proper precautions to protect the City and County of Honolulu's network and data from unauthorized access and tampering.

The City will allow access and services to selected functions on the INTERNET which have minimal impact on network security. These services include:

- Full access to World Wide Web
- E-mail
- Network News
- File Transfer Protocol (FTP)
- Telnet services
- Domain Name Services

Other INTERNET services and functions not currently offered or provided by Data Systems may be obtained through commercial service providers.

### **C. INTERNET ACCESS THROUGH SERVICE PROVIDERS**

Access to the INTERNET via a commercial service provider must go through the City's local area network (LAN) modems if the workstation is connected to the City's network.

### **D. GENERAL GUIDELINES**

#### **1. INTERNET Access**

- a) City employees who have been authorized by their department to utilize INTERNET services will be allowed to participate in the City's INTERNET offering.
- b) Access to the INTERNET from the City's network shall be via software provided by Data Systems. Agencies may choose to purchase and utilize other web-browsing software at their expense.

#### **2. INTERNET Usage**

- a) All INTERNET usage shall be limited to job related work activities.
- b) Every City employee is responsible for ensuring that INTERNET services will be used in an efficient, ethical, and lawful manner.
- c) The following INTERNET uses are prohibited:
  - For commercial for-profit purposes
  - For personal or private business
  - For product advertisement or political lobbying
  - For engaging in disruptive activities such as software/information destruction or unauthorized changes to files

- o For virus creation and/or propagation
- o For hate mail, harassment, discriminatory remarks and anti-social behavior
- o For game-playing
- o For installing, copying, or distributing any copyrighted material, unless clearly identified as "shareware" or in the public domain

### **3. Handling INTERNET Files**

a) All data sets, files, software/shareware, or any other material downloaded from the INTERNET shall be scanned for possible viruses prior to its use. Users should have a thorough knowledge of the source of all materials before its use. Be aware that new viruses are being created and oftentimes may not be detected by virus scanners. Therefore, users should exercise extreme caution before utilizing INTERNET files.

b) Electronic files are presumed to be private property unless they have explicitly been made available to other authorized individuals.

c) Any copyrighted material shall not be installed, copied, or distributed unless clearly identified as "shareware" or in the public domain.

### **4. INTERNET Electronic Mail (E-mail) and Usenet Posting**

a) E-mail is presumed to be private and confidential unless it has explicitly been made available to others.

b) Fraudulent, harassing, or obscene messages and/or materials are not to be sent, printed, requested or stored.

c) INTERNET E-mail is not to be archived within the City's E-mail system. Messages to be kept must be either printed or saved to a removable disk file outside of the system.

### **5. INTERNET Training**

Each City agency will be responsible for seeking adequate training for its authorized INTERNET users.

a) DDS will provide procedures on how to access INTERNET on the City network and basic concepts on available facilities on INTERNET.

b) Usage and how-to technical training are available for a fee at the community colleges and commercial training centers.

c) INTERNET's World Wide Web provides documentation (at no charge) describing the many functions of INTERNET.

d) Books and videos are available commercially on INTERNET ranging from basic concepts to advanced techniques.

## **E. DUTIES AND RESPONSIBILITIES**

**1. Department of Data Systems (DDS)**

- a) Budget for, provide, and maintain the City's physical connection to INTERNET.**
- b) Provide the hardware and software tools necessary to safeguard the City's information from possible unauthorized access or data destruction resulting INTERNET use.**
- c) Provide the central software, guidelines, and procedures for accessing the INTERNET.**
- d) Advise and assist City users in installing the software to access INTERNET on request.**
- e) Provide training on how to sign on to INTERNET in the City's network.**

**2. City Agencies**

- a) Assess the need for INTERNET access requests by its employees and provide DDS with the names of authorized departmental users.**
- b) Provide all authorized departmental users with the necessary hardware and software to efficiently utilize the City's INTERNET services.**
- c) Establish departmental policy and authorization procedures for INTERNET use.**
- d) Maintain a list of authorized departmental INTERNET users.**
- e) Assure that users receive adequate training on INTERNET use.**
- f) Monitor departmental use of the INTERNET to ensure employee compliance with established City and departmental guidelines and procedures.**

**3. Users**

- a) Adhere to all City and departmental INTERNET policies and guidelines.**
- b) Assume individual responsibility for safeguarding the City's network, equipment, and information from unauthorized use.**
- c) Assume responsibility for the accuracy, validity, and source of all information obtained via the INTERNET. Be aware that INTERNET information is not controlled nor verified.**

**Non-compliance to the City's INTERNET policies, guidelines or procedures may result in the revocation of INTERNET privileges and/or other appropriate disciplinary action, including reprimand, suspension, termination of employment, or, if warranted, prosecution.**

**[Return to C&C Disclaimer](#)**

### **Maintaining a Professional Work Environment.**

All employees are responsible for maintaining a professional work environment. At no time shall anyone be allowed to use abusive, offensive conduct, or threatening language toward subordinates, fellow employees, zoo visitors or members of the supervisory force. No one shall embarrass, humiliate or take away the dignity of another person by act, behavior or comment.

#### Things that would lead to an unprofessional / hostile work environment:

Persons making insulting comments, verbally or written, about other persons.  
Participating in rumors that are derogatory toward other persons.  
Using aggressive body language or gestures toward other persons  
Having unwelcome physical contact with another person.  
Ignoring or being non-responsive to other persons that need to interact with you to do their job.  
Taunting other employees

#### Things supervisors need to do to address unprofessional behavior.

Talk with employees about unprofessional behavior and potential consequences.  
Supervisors need to be aware of inappropriate behavior and when it takes place they must take immediate action to stop it.  
Supervisors must set an example for all employees. We must develop a culture of working cooperatively and in a professional manner with others.  
When dealing with employees, supervisors must address the behavior and not attack the person.  
Supervisors must not brand or label a person. Supervisors must be positive and allow employee a chance to improve.  
Investigate unprofessional behavior and take appropriate actions that will ensure a professional working environment for all.

#### Things employees can do to foster a professional working environment.

Refrain from behavior that is unprofessional  
Do not participate in rumors  
Deal with concerns. Work with your supervisor if you need assistance.

Employees need to be aware that in all personal relationships, people do not always agree or get along. Employees will have disagreements and may be upset with each other. The way people deal with each other must be professional.

Lockout/Tagout Policy  
Honolulu Zoo

**Purpose**

The purpose of this policy is to insure that equipment, work areas, or conditions that are defective or dangerous are designated as such and isolated until corrected or repaired.

**Procedure**

There are two keys to having an effective policy:

1. Employees taking the responsibility to point out hazardous conditions or defective equipment and filling out the lockout/tagout form.
2. Supervisors following through with corrective actions.

If an employee experiences mechanical problems with a piece of equipment, observes an unsafe condition or area, or is doing work that requires valves or circuits to be turned off, he/she will initiate a lockout/tagout form, and notify his/her Supervisor. The Supervisor will notify either the Groundskeeping Supervisor (for equipment concerns) or the Assistant Director (for conditions) who will determine the course of action and the appropriate repairer. Upon completion of repairs, the repairer will complete the bottom portion of the form. All completed forms will be returned to the Assistant Director for filing.

**Filling out the form**

Control#	To be given by the Assistant Director
Date:	Date of observation
Employee:	Name of employee making the observation or requiring a lockout
Equip ID/Ser#:	E# of the equipment; if none present, serial number
Equip/condition description:	Type of equipment or condition
Reason for tagout:	Details of condition or mechanical problem and why it needs to be isolated
Supervisor notified:	Name of employee's supervisor
Date notified:	Date of notification
Action taken:	Action taken by the supervisor to secure the equipment or area of concern.
Date Grounds Supervisor/Asst Zoo Dir. notified:	Date notified of equipment problem or condition
Date of work request:	Date repairer notified
Zoo Maintenance City Agency DES mechanic/work req# Vendor	Four options for repairing problem
Date completed:	Repairer to fill in
Work done:	Description of work done to repair problem

## **RULES FOR RADIO USEAGE**

### **Background**

The Zoo purchased its first set of radios in 1983 and was assigned its own frequency by the Honolulu Fire Department at that time. The Federal Communications Commissions (FCC) monitors the Zoo radios, and we could face sanctions, fines or loss of our frequency if the radios are used improperly. It's important that we use them for Zoo operations-related communications only. In addition, radio and television stations scan our frequency, so the bottom line is that we need to watch what we say. This document will provide guidelines for radio operations.

### **Call numbers**

The Zoo has traditionally assigned call numbers to identify our employees. Because of the large number of employees involved, it's no longer practical to use this system exclusively. Radio users can identify themselves and others who they are calling, by a call number, name, section or position. Anyone of these is acceptable.

### **Channels**

Most radios have two channels available, channel 2 which is a radio to radio contact, and channel 1 which first goes to a repeater on Tantalus and then to the other radio. Repeaters enhance received signals so they can travel farther distances. Channel 2 is used for most conversations within the Zoo and its proximity. Channel 1 is used to contact someone who is off grounds or one whose radio transmission is affected by interference from structures (e.g. kopjes) or landmarks such as mountains. Please note that there is a delay when using Channel 1, so users need to pause before transmitting again. In addition, Channel 1 is only effective if there is a clear shot to the repeater, so if you're in a valley or behind a mountain, your signal may not be picked up by the repeater. The Honolulu Fire Department assists the Zoo in maintaining the repeater station.

### **Telephone patch-in**

Some radio units (those with keypads) can be reached via telephone. This is done at the repeater station on Tantalus and the number to reach a radio via telephone is 529-3966. When you dial the number, you will hear the phone ringing so stay on the line until it's answered. For those receiving a telephone patch-in, you will only hear one loud buzz, after which you can follow the procedures to receive a call. Radios must be on channel 1 to speak with a telephone caller and only one person can speak at a time. Training on the use of the telephone patch-in will be conducted for key personnel by the Assistant Director. There is a three minute cap on any telephone patch-in.

### **Opening and closing of the channel**

When initiating a conversation, the following procedures are required.

1. The initiator identifies his/her call number, name, section or position and identifies who they want to contact.  
e.g. This is (unit 2, Tommy, operations or AD) to (unit 3, Peter, Animal Exhibits or GC).
2. Carry on your conversation noting that only one person can speak at a time, and keep your conversations to a minimum.

3. The last person to converse will close the channel by identifying his/her call number and saying the words channel clear.
4. If you initiate a call and don't get a response, you can indicate so by saying "negative contact", and then channel clear.
5. Speak directly into the radio by bringing it up to your mouth. This will maximize the transmission signal.

### **Acceptable conversations**

Basically anything to do with zoo operations is acceptable. Conversations should be kept as short as possible and users should make sure that the channel is clear before initiating a conversation. There have been a number of times when another user interrupts an on-going conversation.

### **Unacceptable conversations**

Any remarks dealing with personal issues or issues not related to Zoo operations are not acceptable. These include but are not limited to the use of profanity, jokes, sarcastic remarks, horseplay, discriminatory or disparaging remarks or asking someone where they want to go or what they want to order for lunch. Base will be responsible for monitoring conversations and letting the appropriate Supervisor know. Disciplinary action may take place if warranted.

### **Suspending the use of the Zoo channel**

During a Code Red, the Officer-in-Charge has the option of suspending all radio transmissions. This is to provide a clear channel on which to transmit a game plan or updates on the situation. If this is declared, all radio transmissions will cease immediately or until the OIC asks for updates or lifts the suspension.

### **Radio care**

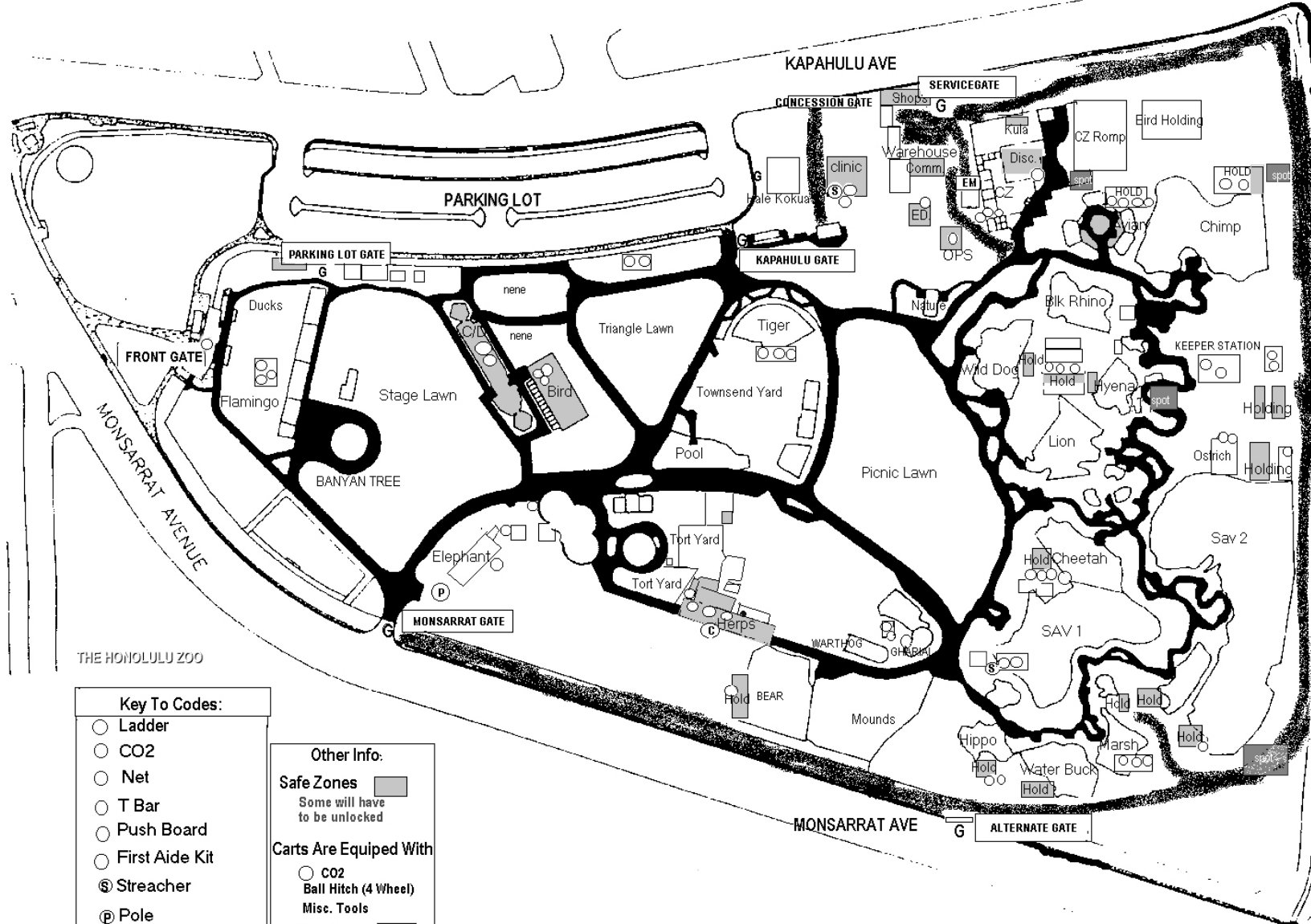
Users that are assigned units are responsible for their care. This includes protecting them from inclement weather (none of our radios are waterproof), making sure the antennas are on tight, carrying them in cases to protect against banging and dropping and reporting when they aren't operating properly. Most units are on service contract so they can be turned in to the Operations building Sr. Clerk Typist with a note that explains the problems. We usually have a spare radio that can be loaned out in the interim.

Employees are reminded to do a daily radio check both to see that the unit is operating properly and to let other units know who has a radio.



## **UNIFORM POLICY**

1. Those employees that are provided uniforms either by the City or through other means (e.g. Honolulu Zoo Society) must wear those uniforms at all times when in view of the general public.
2. Uniforms must be clean and free of large tears, holes or stains. Replacement uniforms can be obtained with the approval of one's supervisor. Employees will be issued an original set of uniforms, after which, they can exchange worn uniforms for new ones, subject to their supervisor's approval.
3. There will be no personal alterations of the uniforms other than those completed by the vendor at the time of purchase. Shorts must be worn at mid-thigh or longer; anything shorter is unacceptable.
4. Employees are responsible for washing their own uniforms. Some employees are entitled to receive laundry allowances per union contract, others accept uniforms with the understanding that they will not be compensated for washing.
5. No patches or emblems except for the official American Association of Zoo Keepers patch will be allowed on uniforms. This patch must be affixed to the pocket and staff will be responsible for affixing the patch at their own cost.
6. Uniforms will be worn while only when an employee is on official duty.



THE HONOLULU ZOO

Key To Codes:	
○	Ladder
○	CO2
○	Net
○	T Bar
○	Push Board
○	First Aide Kit
Ⓢ	Stretcher
Ⓟ	Pole
Ⓢ	Catch Pole

Other Info:	
■	Safe Zones Some will have to be unlocked
○	Carts Are Equipped With CO2 Ball Hitch (4 Wheel) Misc. Tools
EM	Emerg. Trailer