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1. POLICY:

Elephant Thoughts requires that all Volunteers and Staff are both screened and trained in a uniform manner to the highest quality standards of customer service. Staff and volunteer skills will be verified by the Assistant Director of Local Programs to a set of benchmarks before they are permitted to work at an event.

Training will include the following:

1. Initial Training: Minimum of 2 hours with an orientation session, an introduction to ET's core programs, program delivery standards, customer service policies, equipment policies, vehicle & trailer policies and animal handling.
2. On site Training: Minimum of 2 hours shadowing session of trained staff before and during program delivery.
3. Evaluation and certification session.

ET Volunteers and Staff may be subject to random inspection during program delivery by an ET manager or trainer to ensure the quality standards are being maintained.

2. PROCEDURE:

2.1 Volunteer, Staff or Special Event Facilitators: Trainee will be ask to follow the established protocol.

2.1.1 After the hiring process has been completed, Trainee will meet with the Assistant Director of Local Programs to schedule all 3 parts of the training: INITIAL TRAINING , ON SITE TRAINING and EVALUATION day and time.

2.1.2 Assistant Director of Local Programs will arrange training session and evaluation session to ensure that a manager will be present at the program or event to evaluate the trainee.


2.1.3 After successfully completing the 3 part training, trainee will receive their Volunteer, Staff or SE Facilitator Certificate and can be put on the schedule.

2.1.4 Assistant Director of Local Programs should be recording each step of the training in the volunteer, staff or contractors main documents and in each persons file.

2.1.5 Assistant Director of Local Programs will continuously invite volunteers, staff or contractors to attend additional training sessions for new equipment, added activities, etc.

2.1.6

Education Program or Special Event of 2 hours or more where they will have to shadow as their introduction to ET Event Entertainment's world. Trainee will first work and follow the leader

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closely, observing and taking notes about the leader’s clients/staff interactions, the type of activities delivered by ET, teaching and/ or delivery methodologies and will be asked to comment by answering the volunteer feedback form prior to departure.

2.1.2 Trainee will then be scheduled for a 2 hour+ theory training session on Specific ET Programs, Event Activities, Big Equipment introduction, ET vehicle and trailer introduction and Animal Care introduction.

2.1.3 Trainee will be scheduled a week after their theory training to come in for an Volunteer/ Staff or SE Trainee Evaluation where an ET employee will be assisting and filling out a feedback form on Trainee’s performance and sending it to the SE Coordinator.

2.1.4 Upon successful completion of this training, ET’s SE Coordinator will present the trainee with a SE Certificate *Level 1* and will be schedule the trainee on programs/ events’ main schedule.

2.1.5 A Certified SE Facilitator must be working at a minimum of 4 SE prior to starting his or her SE Leader training Certification. All other Certifications can be obtained at any time; trainee must email the Assistant Program Coordinator to inquire regarding subsequent training/certifications dates.