



VOLUNTEER

Training Manual

Revised February 2023

WELCOME to the NEW Zoo!

This Volunteer Manual and your corresponding Online Training Course will provide you with important information about your opportunities and responsibilities as a NEW Zoo Volunteer. All new (and returning) volunteers are required to successfully complete the Online Training Course.

For your convenience, this training is broken into two parts:

- Part 1: NEW Zoo Organization & Basic Guidelines
 - Part 2: Volunteer Roles & Getting Started

Each Part is followed by a brief quiz. You may use this Manual while completing your online quiz.

After completing the Online Training Courses, you will be instructed to schedule your Orientation Tour & On-site Training. That meeting will give you the final tools you'll need to get started as a Zoo Volunteer.

We are so glad that you have decided to join us - and we look forward to meeting you soon!

Part 1: NEW Zoo Organization & Basic Guidelines

NEW ZOO & REFORESTATION CAMP HISTORY

This area was covered with pine and oak forests when European settlers began arriving in the 1800's. Intensive lumbering soon cleared most of the land and people began planting crops. They didn't realize, however, that most of the nutrients in this particular ecosystem were contained in the trees. Once the forests were gone, there were no leaves or logs left to decompose and replenish the sandy soil. After a few years, the soil was no longer able to produce crops. When the settlers were no longer able to make a living off their land and could not pay their taxes, Brown County acquired the 1600-acre area which makes up the Reforestation Camp.

In 1948, sparks from a passing train set fire to 80 acres of county land and destroyed what was left of the forest. This prompted the County Board to build an open prison camp and plant trees – hence the name Brown County Reforestation Camp. Beginning in 1950, Harry Barth, the first camp superintendent, directed inmates in planting 250,000 white pine, norway pine, jack pine, cedar and spruce seedlings. This process continued for years until the sandy wasteland was once again a green forest.

During the 1950's, the Reforestation Camp became part of the County Park system. Ponds were dug for fire protection and recreation (fish were stocked). Hiking and ski trails were established. By 1952, bear, deer and timber wolves were exhibited at the park and the Zoo was born!

In 1985, the County Board decided to no longer provide money for capital investments at the zoo. Today, all new animal exhibits and major improvements are financed by private donations and a non-profit organization called the N.E.W. Zoological Society. Today, many types of native plants and animals can be found here. The NEW Zoo now features over 92 animal exhibits and over 215 live animals from all over the world!

The NEW Zoo is also accredited by the Association of Zoos and Aquariums – meaning the organization has achieved rigorous, professional standards for animal management, veterinary care, wildlife conservation and research, education, safety, staffing and more. We also proudly participate in SAFE: Saving Animals from Extinction.

In 2014, the NEW Zoo completed the addition of three “Adventure Park” features: a Ropes Challenge Course, Climbing Wall, and dual “racing” Zip Lines. In May, 2014, we officially became the “NEW Zoo & Adventure Park.”

NEW ZOO MISSION

Our Mission is to connect the community with wildlife and nature through engaging, interactive experiences.

Our Vision is to be THE regional destination that inspires appreciation and stewardship of wildlife and the natural world.

2017 Strategic & Master Plan

In January 2017, the NEW Zoo & Adventure Park released a brand new Master Plan after a six-month collaborative planning process. This Master Plan represents the collaborative effort to develop a plan that fully assesses existing land use for the Zoo, Adventure Park, and the surrounding Brown County Reforestation Camp, while also establishing future goals and strategies to achieve these goals over the next 10 to 20 years. It is our intent to not only improve guest experience and operational activities, but to establish the NEW Zoo & Adventure Park as the preeminent regional destination for adventure.

We are excited to share these plans with you. Visit <http://newzoo.org/about/our-future> for details.



GENERAL ZOO INFORMATION

HOURS OF OPERATION:

April - Oct: 9am-6pm

Nov-March: 9am-4pm

**Please note: incoming zoo doors lock one-half hour before close. **Adventure Park hours differ from zoo hours. Please visit newzoo.org for details.*

Zoo Map: Please be familiar with the location of exhibits. You should take a walk through the Zoo to familiarize yourself with the layout of exhibits and things like restrooms, etc.

PA System: The Mayan Restaurant does have a Public Address system.

Lost children: Take lost children to the Visitor Center. Please direct lost parents to the Visitor Center, as well.

Wheelchairs: These are available for Visitor use – please direct to Visitor Center.

Bikes/Rollerblades: Bikes must be kept in the bike racks. They are not to be left in front of the doors or walked through the zoo. Rollerblades, skates and skateboards are not allowed in the zoo!

Pets: Pets are not allowed on Zoo grounds due to possible disease transmission to our collection. They can also be perceived as potential predators by our exhibit animals, adding unnecessary stress. However, we do have a SERVICE ANIMAL policy in place (to be handled by staff only).

Animal Care Questions: If there are animal care questions or concerns that you cannot answer, ask an animal care staff member or the Volunteer Coordinator.

Comment/Suggestions: If visitors have comments or suggestions about the Zoo, please have them fill out a Comment Form located in the Visitor Center. We want to know what visitors think!

Problems: If someone (visitor, fellow volunteer, etc.) is being uncooperative, please contact the Volunteer Coordinator or other staff member.

Dealing with the Public: WE ARE HERE TO SERVE OUR COMMUNITY!!! Always be polite and accessible to our visitors.

Harassment: Harassment of any kind will NOT be tolerated at the NEW Zoo. If you feel you have been harassed, contact the Volunteer Coordinator immediately.

VOLUNTEER PROGRAM MISSION

The mission of the Volunteer Program is to provide support and assistance to the staff and visitors of the NEW Zoo and to represent the NEW Zoo & Adventure Park as goodwill ambassadors to the community.

OBJECTIVES:

1. Utilize the site's diversity to promote recreation, conservation and education.
2. Provide assistance and education to visitors in a zoological setting.
3. Assist staff in completing their objectives.
4. Share information with fellow volunteers and interns.
5. Act as a networking source for the community.

VOLUNTEER PROGRAM BASICS

Age Requirements:

Volunteers aged 8 to 14 must be chaperoned/supervised while at the Zoo. All adult chaperones must complete Online Training with children. An older sibling/cousin/family friend/etc. aged 16 or up can supervise a younger volunteer while at the zoo. However, all Teen Chaperones must complete Online Training and both minors (Chaperone and Child Volunteer) will need adult permission. This means that an adult must attend the Orientation Tour at the NEW Zoo to sign paperwork and show understanding of our guidelines.

Volunteers aged 15-17 can volunteer at the zoo “on their own,” but adults must still come to the zoo during the Orientation Tour to complete paperwork and ensure that basic responsibilities of the volunteer are understood.

Volunteers aged 18 and up can be at the zoo “on your own.”

Training/Etc. Requirements

- All volunteers (of all ages) must successfully complete Online Training Sessions
- All volunteers must attend an Orientation Tour & Training after completing Orientation
- All volunteers (of all ages) must have appropriate paperwork on file
- All Volunteers (or Chaperone Volunteers) must provide an email to stay up-to-date with NEW Zoo policy, procedures, and news
- All volunteers must wear a Volunteer Uniform Shirt while on-duty at the NEW Zoo, to be purchased at your Orientation Tour

VOLUNTEER GUIDELINES

When you work as a NEW Zoo & Adventure Park Volunteer, you are representing the Zoo to the public and therefore must conduct yourself in a professional, respectable manner.
Follow these rules to represent the Zoo properly.

PARKING: Volunteers should park in the regular lot across from the Zoo UNLESS you are directed to park in a different location by the Volunteer Coordinator for specific events.

SIGN IN: Volunteers must sign in at the designated log book in the Visitor Center before beginning your shift. Promptness and reliability are extremely critical. Please remember to log your hours before you leave.

RESTRICTED AREAS: Volunteers are NOT allowed in any non-public area unless you are working on a scheduled activity or are with a zoo staff member.

ATTENDANCE: Volunteer on your scheduled day and time. We are depending on you. If you are unable to come in, please call the Volunteer Coordinator at 920-609-3095 as soon as possible. Once at your post, do not leave your assigned station. Remain until your shift is ended unless you have received permission from the Volunteer Coordinator or Operations Manager.

ESCAPED ANIMAL: Any animal escape must be handled by zoo staff members ONLY! 1 – Stay calm. 2- Notify staff immediately if you see an animal (other than a peafowl) outside of its enclosure. Do not allow visitors or other volunteers to approach the animal. 3 - Calmly lead visitors away from the area, or request that they enter a building if one is accessible. 4 - Follow instructions given to you by ANY staff member during the process. Listen for a code Brown.

HEALTH CONCERNS: Any injury to yourself or a visitor, no matter how slight, must be reported to a staff member. In the event of a serious problem you can call 911. All volunteers should wash their hands thoroughly before they leave the zoo.

QUESTIONS: You are not expected to know everything. Don't be afraid to say "I DON'T KNOW" to a zoo guest. We do not want to give out any misinformation. Don't hesitate to ask animal care staff or the Education Coordinator any questions you (or a visitor) might have.

VOLUNTEER UNIFORM POLICY

ATTIRE: Be neat and clean. Uniforms should be clean and pants/shorts should be neat and unwrinkled with no holes or tears. Remember that your appearance counts to the visitors!

“Summer Rules:” April 1st through September 30th, khaki pants or khaki shorts must be worn with a uniform t-shirt.

“Winter Rules:” From October 1st to March 31st, either jeans or khaki pants may be worn with the uniform t-shirt. Undershirts or long-sleeved shirts may be layered under your t-shirt. You may purchase NEW Zoo logo jackets from the gift shop for a discounted price. You may also wear your regular winter coat as necessary.

No open-toed shoes (sandals) are allowed at any time.

NEW Zoo & Adventure Park offers volunteers a t-shirt, with the facility logo, in sapphire blue. T-shirts are standard and required for all volunteers. Shirts are sold to volunteers during Orientation or via appointments only. Uniforms are sold to volunteers AT COST, for what the zoo pays for them.

Price is: **\$8 per t-shirt** for all sizes plus sales tax (subject to change)

Your first t-shirt will be purchased at Orientation. After you have your first uniform shirt, you are identifiable to Zoo Staff as a volunteer and can then purchase additional uniform pieces, as you wish, AT ANY TIME. Just talk to or send a message to the Volunteer Coordinator stating that you would like to purchase another shirt or fleece jacket.

Fleece volunteer jackets can also be purchased by special order. Cost is \$27 (plus tax) per fleece jacket for sizes small through XL. Sizes XXL and up are \$29 (plus tax) (subject to change)

SOME UNIFORM PIECES ARE KEPT IN STOCK. The first time you make a purchase, you may be given your uniform piece immediately. HOWEVER, if the uniform piece is unavailable, you will need to return to the zoo to pick it up another time.

YOU SHOULD SAVE YOUR RECEIPT, given to you by Zoo Staff upon payment, TO PICK UP YOUR SHIRT. A staff person will write on your receipt what you purchase; as you receive those items, they will be marked and initialed off of your receipt.

Seasonal Uniform Orders are also conducted by the Volunteer Coordinator. Order forms with due dates will be emailed out for your use typically each spring.

CELL PHONE POLICY

While volunteering at the NEW Zoo & Adventure Park, you are a representative of the organization, and as such, should behave in a professional manner. Talking on a personal phone and/or texting while performing your duties is not only unprofessional; it shows zoo guests that volunteers are disinterested in their work and in interacting with zoo visitors. It can also be a safety hazard, as it distracts volunteers from their primary duties.

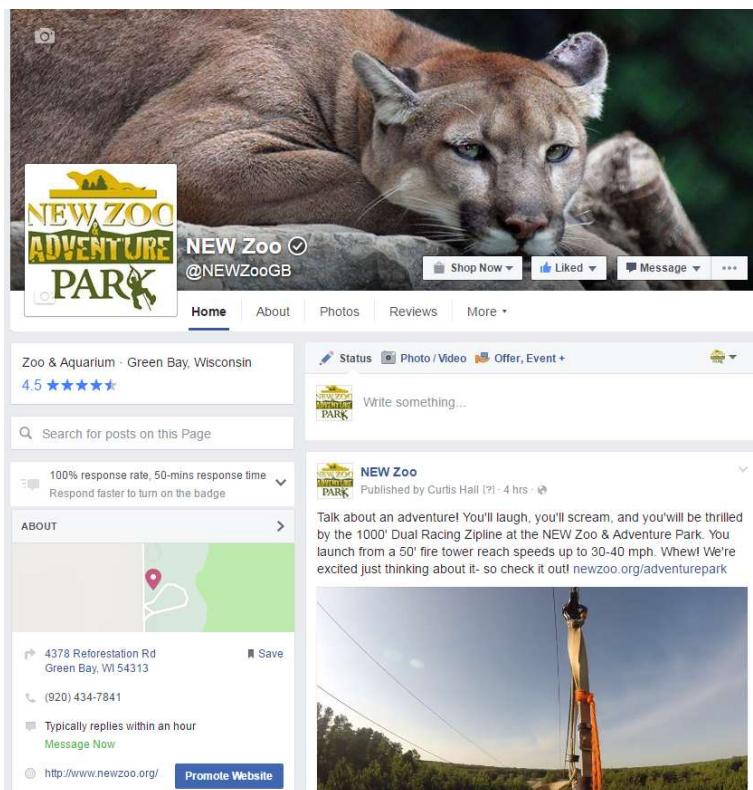
Personal telephone/cell phone use should be limited to breaks and/or times when you are not in view of the public. Emergencies or arrangements for urgent telephone call needs should be communicated with the Volunteer Coordinator.

SOCIAL MEDIA POLICY

If you are at the zoo and take a picture or video of something “behind the scenes” that a normal zoo visitor would not be able to see, you cannot upload it to social media.

You can however send this picture or video to Angela, and she will then upload it to the NEW Zoo & Adventure Park’s social media pages; from there you can “share” the post to your own social media pages.

If you are at the zoo and take a picture or video of something that a normal zoo visitor would be able to see, you can upload it to social media.



DISCIPLINE POLICY

All NEW Zoo & Adventure Park volunteers, including Docents and Interns, are subject to the same three-strike discipline policy. Offenses subject to discipline include, but are not limited to the following: no-shows for scheduled shifts; repeat cancellations of scheduled shifts; failure to follow volunteer policy and guidelines; complaints or concerns from zoo guests, staff members, or other volunteers.

FIRST OFFENSE: verbal warning and discussion with Volunteer Coordinator, including written documentation of conversation

SECOND OFFENSE: written action plan and restriction of volunteer activities and privileges

THIRD OFFENSE: temporary or permanent removal from all or a portion of the Volunteer Program, depending on severity of offense(s)

The three-strike policy is intended for use regarding 'reasonable' offenses. Some offenses may be subject to immediate dismissal from the volunteer program, as determined by the Volunteer Coordinator or Zoo Director as necessary.



VOLUNTEER DISCOUNT POLICY

Admissions

The NEW Zoo & Adventure park does not have the authority to waive admission fees

While on duty (including unpaid lunch breaks)

- Volunteers are not required to pay admission while on duty.
- No admission discounts apply to family members or guests of volunteers.

While off duty

- Regular admission rates apply to volunteers visiting the zoo when not volunteering.

ZOO VISITS: Volunteers coming to the Zoo without the intention of volunteering must pay admission price to enter. When volunteering, you should not bring friends and family members with you to help unless you have received written permission from the Volunteer Coordinator. If friends and family members do come to the Zoo while you are volunteering, they must pay the price of admission to enter. Docents and VAPs should use their Zoo Passes to enter when off-duty. Friends and family can join accordingly, depending on the type of Zoo Pass membership each VAP or Docent holds.

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While on duty

- Volunteers receive one soda, coffee, and cappuccino free while volunteering.
- Volunteers receive a 50% discount on all food items purchased while volunteering. Volunteer status shall be clearly established via uniform or other signification established by the Volunteer Coordinator.
 - Exception: If a food is being provided to the volunteers after the event, i.e. Zoo Boo, the 50% discount does not apply.
- Unless volunteering at the time, family members or other guests do not receive food discounts.

While off duty

- No discounts apply to volunteers or family members/guests of the volunteer.

Paws & Claws Gift Shop

- Regardless of 'on or off' duty status, volunteers receive 20% off regular priced gift shop items.
- Discounts, whether in Gift Shop or Concessions, apply only to full price items. No further discounts can be applied to reduced price product.

OTHER VOLUNTEER BENEFITS

In addition to the aforementioned discounts, volunteers also receive the following benefits:

- Opportunities to get up-close and personal with certain animals after additional volunteer trainings
 - Ex. Animal Handling or Giraffe Feeding Experience

THE VOLUNTEER CENTER

The Volunteer Center is located inside the new Education Building, known as the 'ECC.' Please remember that although this room is not open to the public, the door is not locked. **This room is your headquarters! You will tour this Volunteer Center when you come in for your Orientation Tour of the facility.**

Lockers are provided for your use. You will need to bring your own lock – combination or key – and then take the lock with you when you leave. Belongings cannot be left in the lockers overnight. A refrigerator/freezer and microwave are provided for your use, along with plastic silverware, paper towels, and cleaning wipes. The Volunteer Center is a shared space – you can bring food to store and use the appliances as needed, provided you help keep the space clean!

Volunteer notices and information are posted on the bulletin board hanging on the wall. A table is also available for your use, along with supplies and instruction sheets for certain volunteer opportunities.

The Volunteer Center is also next door to the Classroom. When class is in session, the curtains on the Volunteer Center window will be closed. Please DO NOT interrupt class or walk through the classroom during that time.



Part 2: Volunteer Roles & Getting Started

HELPFUL HINTS FOR DEALING WITH ZOO VISITORS

It's important to remember that we are here because of the public – the zoo would not exist if people didn't visit! So it is important to use good Customer Service skills at all times. We are here to serve the visitors – keep this in mind at all times!

- Know the Zoo layout.
- Anticipate questions and be prepared with answers.
- Review any fact sheets relative to the animal(s) with which you will be working.
- Be friendly and approachable. Listen and smile! Be aware of your vocabulary with respect to the educational level of the audience. **SPEAK CLEARLY!**
- Focus your attention on the visitors and treat them as guests.
- Be positive with your approach to new situations.
- Capitalize on visitor curiosity! Make use of what the visitor is already interested in.
- Always end your conversations politely (“Thanks for coming! Enjoy the rest of your visit!”)
- Stick your neck out. If you're within a giraffe's neck from a visitor, make an effort to say “Hello” or “How are you doing today?”. Being friendly makes a difference!

ENFORCING ZOO RULES

These are the rules we ask zoo guests to follow. If you see someone breaking one of these rules, part of your job as a volunteer is to politely inform them of the rules.

1. The animals are on special diets; no feeding allowed EXCEPT in designated areas. (Exceptions: Giraffes and Children's Zoo.)
2. Visitors must stay on walkways at all times.
3. Children must be attended at all times.
4. Alcoholic beverages are not permitted on Zoo grounds.
5. Smoking is not allowed inside any building or on Zoo grounds; volunteers can smoke in the designated area only.
6. Visitors are not permitted to harass the animals.
7. No food carry-ins allowed in the Zoo. Visitors can eat carry-in's at any of the picnic tables surrounding the zoo's parking lots or purchase food at the Mayan Restaurant
 - Volunteers MAY bring in a bag lunch or snacks and store them in the refrigerator located in the Volunteer Center
8. The County has a carry-in/carry-out policy. This means that people picnicking outside of zoo gates (near parking lots) must take trash home with them. It cannot be brought into the zoo for disposal

VOLUNTEER OPPORTUNITIES

SPECIAL EVENTS: assist with fundraisers such as Zoo Boo and EggStravaganZoo.

MAINTENANCE/GROUNDS: assist with routine maintenance work and special projects around the Zoo, such as gardening, painting, planting and maintaining flower beds, and raking. Includes indoor and outdoor work.

OFFICE ASSISTANT: assist the administration department of the zoo with weekly maintenance duties, such as cleaning (offices, kitchen, windows), filing, organization, and other tasks as necessary.

EDUCATION PROGRAMS: aid Education Coordinator and Interns with educational programs. Serve as an aide during programs, both on-site and off-site, or as a supervisor during night shifts for overnight Zoo Snooze programs, etc.

SEASONAL PROJECTS: assist with raking, snow shoveling, or spring/fall cleaning of exhibits, etc.

PREPARING GIRAFFE BROWSE/FEED: This is a year-round, weekly project that we ALWAYS need help with! During the growing season, fresh leaves/branches are prepped; in colder months, then fresh romaine lettuce leaves are washed and cut to size.

TRAIN CONDUCTOR & CAROUSEL OPERATOR: drive KC Stock Safari Train on pre-established route. Educate passengers on animals and exhibits while driving. Run the Endangered Species Carousel. Volunteers must be 18 years or older and have a valid Wisconsin driver's license. Subject to needs and approval of Operations Manager.

GIRAFFE STAND: educate, answer questions, and sell Browse or lettuce to visitors at outdoor giraffe viewing platform and indoor giraffe exhibit building. Supervise visitor contact with giraffes. Must attend a special 'Giraffe Stand Orientation' in addition to regular volunteer orientation. Age restrictions apply.

ZOOWATCH: observe and record behavioral data on animals all around the zoo.

ADVANCED VOLUNTEER OPPORTUNITIES

Giraffe Ambassadors: The Giraffe Stand is open 365 days a year, and it is one of the most popular attractions at the NEW Zoo. We set ‘giraffe volunteers’ as a separate category of volunteers due to the additional training session(s) they must complete before running the Giraffe Stand. Giraffe volunteers must be comfortable and competent not only with the animals; they must also be willing and able to interact with the public to answer questions, teach, and inform. Therefore, It is important that our giraffe volunteers become giraffe ‘experts!’

Certified Animal Handling Volunteers: Animal Handlers learn how to safely work with the Ambassador Animal collection to support educational programming and enhance visitor experiences.



Internships: The NEW Zoo is always recruiting interns! This is a unique opportunity for students to gain practical experience in a zoological setting. Internships can be taken for academic credit, based on guidelines from your education institution. All internships are non-paid and duration varies. Anyone over the age of 18 can participate in an internship, provided you have the right qualifications and dedication.

VOLUNTEER RESOURCES

Volunteering at the NEW Zoo means you will encounter many faces in different departments. Zoo Staff are here for you to help you succeed – so please feel confident reaching out with questions and concerns!

Volunteer Coordinator: Angela Kawski-Kroening

- Office: 920-662-2405
- Cell: 920-609-3095
- Email Addresses
volunteer@newzoo.org
newzoo.education@browncountywi.gov
angela.kawski@browncountywi.gov

Office located beside Volunteer Center

Assistant Volunteer Coordinator: Ashley Quealy “Q”

- Office: 920-662-2419
- Cell: 262-945-3585
- Email Address
ashley.quealy@browncountywi.gov

Work station located in Volunteer Center (middle desk)

Zoo Educator: Andrea Vahey

- Cell: 920-609-6351
- Email Addresses
newzoo.education@browncountywi.gov
andrea.vahey@browncountywi.gov

Work station located in Volunteer Center

Other Zoo Personnel:

- Visitor Center (main entrance) Staff
 - Direct Line: 920-662-2406
- Mayan Restaurant Staff
 - Direct Line: 920-662-2414
- Volunteer Coordinator Intern
 - May assist with your training and coordination/scheduling
 - Zookeepers & Maintenance

GETTING STARTED

After successfully completing the Online Training Courses, you will need to Contact the Volunteer Coordinator for the next step in the process.

- Send an email to volunteer@newzoo.org stating you have completed the Online Training. Include your name and the names/ages of all members of your group
- You will be asked to register for your **Orientation Tour & Training Meeting**

Each Orientation Meeting is about 40 minutes long, including time to complete paperwork

- You will need to bring a photo ID (or just a photo for minors) and cash or check for your t-shirt purchase (they are \$8 each – every person needs a minimum of 1 shirt)

ORIENTATION TOUR & TRAINING MEETING

- You will get a tour of all applicable volunteer areas and a Welcome Packet
- You will be given access to additional training materials
- You will be taught about the opportunities that you can “set your own schedule” for – as there are several things that you can do at the zoo without having to sign-up in advance!
- After your Training Meeting, you will be added to our volunteer database and start receiving email messages with information about Sign-up Opportunities

SIGNING-UP FOR VOLUNTEER OPPORTUNITIES

For some opportunities, you DO NOT NEED TO PRE-REGISTER. Some things you can come in and do at any given time. You will be given more details and instructions regarding these opportunities when you come for your Orientation Tour.

For other opportunities, sign-ups are done online. Special Events sign-ups, Giraffe Volunteer sign-ups, and Animal Handling sign-ups are found at www.signupgenius.com. It is recommended that you create an account with SignUpGenius so that you can not only sign-up for things, but also swap shifts, cancel sign ups, and more. If you are not a member, you can still sign-up, but will not be able to edit your registrations.

The Volunteer Coordinator also regularly sends out emails to volunteers, notifying you of upcoming volunteer opportunities. Those emails will contain instructions regarding how to sign up for those events. You can do so through email or phone calls.

However when you register, **you are expected to keep track of any events for which you sign yourself up. You are responsible for coming to those events.** The Volunteer Coordinator does not always send out reminders before your scheduled shift.

Keep in mind that no-shows are grounds for disciplinary action.

DEPARTMENT OF ADMINISTRATION

Brown County

305 E. WALNUT STREET
P.O. BOX 23600
GREEN BAY, WI 54305-3600

BARBARA J. WEST

PHONE (920) 448-6298 FAX (920) 448-4036 WEB: www.co.brown.wi.us

RISK MANAGER

Insurance Coverage for Brown County Volunteers

Definition of Volunteer:

A volunteer is a person recognized and authorized by Brown County or one of its officials, employees, or agents to perform services for Brown County without receipt of salary or compensation other than reimbursement for mileage expense. An individual may not volunteer for Brown County when the volunteer hours involve the same type of service for which the individual is employed with the county.

Workers Compensation Insurance/Personal Medical Expenses:

Volunteers are not covered by workers compensation insurance. Similarly, the County does not provide any coverage for medical expenses incurred as a result of an injury sustained by a volunteer.

General Liability Insurance:

The County's general liability insurance policy provides that any expressly authorized volunteer of the County be covered as an insured by the policy, subject to its terms, conditions, and exclusions of the policy.

If a volunteer's actions cause physical injury or property damage to another and the injured party files a claim against the volunteer, the County or its insurer will defend the volunteer. The County or its insurer will be responsible for any financial judgment incurred, if the volunteer was acting within the scope of his/her responsibilities, gives notice of claim to the County, and cooperates in the defense or litigation.

Auto Liability Insurance:

The County's "Automobile Liability" insurance policy provides that anyone is an insured, subject to policy terms, conditions, and exclusions, while using a County owned vehicle with the County's expressed permission. For automobiles owned by a volunteer, the County's automobile liability policy provides that any volunteer expressly authorized by the County is an insured under the policy provisions with respect to the use of an automobile owned by a volunteer to conduct County business. However, such insurance protection is secondary, or excess, over any other insurance available to the volunteer.

The County does not provide automobile physical damage protection for damage sustained to a volunteer's personal automobile used in the course of County business.

Questions about insurance coverage can be addressed to the Brown County Risk Manager.

Rev.: 03/10