ANIMAL CARE REVIEW + SIGNAGE

PURPOSE

Provides *"just-in-time"* information for volunteers on how to care for an animal. This is ideal for volunteers who have completed a particular task before, or have done similar tasks and need a *quick overview* to transfer their skills. It is not meant to replace direct training from staff or experienced volunteers.

RESEARCH

Staff are the best source of information, but they are often busy, and *can't answer questions or help.*

Signage is already used within the space, providing information about each animal to visitors.

In our workshop, we found that *there are many places to go* in the facility to care for one animal.

In our interviews, we found that *tasks are completed individually* and *self-directed*.

DESIGN DECISIONS

The instructions are in a signage box so they are *hidden* from the public.

The instructions are also on *portable* cards so that volunteers can bring them as they complete their task throughout the facility.

The *small* cards have tabs for *easy* grabbing.

The instructions are imagery based for *quick review* with a map of where supplies are located.

This is *all physical* and not digital for easier access when working in a rushed environment

VOLUNTEER LEVEL + TASK GUIDE

PURPOSE

To **explain the volunteer hierarchy** we designed so volunteers can understand their responsibilities and limits at Urban Safari. It explains why they start with only cleaning tasks, what each volunteer level is able to do, and how to progress. It shows how high of a risk it is to the animal or to themselves when caring for it.

RESEARCH

Tasks are distributed based on difficulty and risk, but **there is no structure** to this unspoken regulation of what volunteers can or can't do, causing frustration.

Some volunteers **don't know their limits,** and handle animals they aren't prepared for.

New volunteers are frustrated when **they can't start animal work**, and don't know that starting with cleaning is how Urban Safari gets to know them.

DESIGN DECISION

It's **in the checklist clipboard** so both can be referenced at once.

The facility is cramped and messy, so it's on one laminated page, keeping it **small** and **protected.**

It's **on paper** as it's only needed while at Urban Safari, where a digital reference isn't an option.

Used descriptive words such as "Trainee" so even guests can understand what it means.

The task are distributed **based on the workshop** done with Urban Safari.

SKILL TAGS

PURPOSE

To help **enforce** the new volunteer hierarchy that has been designed, tags that denote volunteer skill level will be worn by volunteers **so those around them are aware of their capabilities.**

RESEARCH

Volunteers are asked questions by guests, but **new volunteers feel awkward and not knowledgeable enough** to answer them.

Staff are often busy, and with the individualised work style **volunteers don't know who else can help them.**

In our interviews we heard of cases where **volunteers overstepped their bounds** and doing high-risk tasks they were not permitted to do.

DESIGN DECISION

By displaying skill levels, **visitors will be more likely to ask more experienced volunteers** their questions.

By showing the expertise level of other volunteers, **volunteers will know who they can ask for help**.

These tags will **signal to staff and other volunteers** when someone is doing something they're not allowed to.

Names are not included, so volunteers don't have to worry of guests invading their **personal privacy**

CHECKLIST REDESIGN

PURPOSE

The checklist has been redesigned to match and **help implement the volunteer system** that has been designed.

RESEARCH

The current checklist ensures **no work is repeated or neglected**, it accounts for the needs of each animal in their care.

It is **usable and understandable by all** of their volunteers and staff.

Newer volunteers **rely on the checklist** to be assigned tasks

DESIGN DECISION

Since newer volunteers rely on the checklist to know what to do, implementing the level system here would **help volunteers understand what tasks they can do on that day**

Including the level notation in the checklist **allows volunteers to find tasks at a glance**

The checklist is maintaining its physical form so **it does not disrupt** Urban Safari's normal operations