



SEASONAL HANDBOOK

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Statement from the Zoo Director

Welcome!

We have started the 2024 season with a great many changes. At the end of last season, we opened our new African Painted Dog exhibit and, in the off-season, completed work on the brand-new Prairie Dog habitat. We think guests will be excited to see these new residents and learn about their importance in conservation. After 4 years of being closed, we are thrilled to reopen the Giraffe and Primate building with a redesigned interior space for the monkeys.

As exciting as those additions are, we have even more dramatic changes in store this year. As you have likely heard, the snow storm that struck our area in January caused a great deal of damage here at Niabi Zoo. Habitats large and small were impacted by the record snow fall we experienced. The outside big cat yards were completely destroyed as well as the Pallas' cat exhibit and several smaller animal habitats. A number of other enclosures were impacted to the extent that major repairs are now underway. Some of these exhibits had been slated for renovation in the future, but we are now forced to deal with these changes on a much-accelerated schedule.

Happily, I'm glad to report that no animals or staff were injured during the event. I'm exceedingly proud of the staff response to this emergency. Everyone pulled together, and made sure that all staff and animals were looked after. Due to all of this, you will certainly see some changes this year. Because our cats will not be visible to our guests while construction and repairs are underway, we have decided to lower our admission prices for the 2024 season to reflect the change in our guest experience. We also decided to start our season a little later than usual and remain closed on Mondays to give us more time to complete repairs and prepare for visitors.

The zoo will still be an exciting, magical place for guests and staff alike. Plus, the numerous changes underway will make for an even more exciting experience in the year to come!

I look forward to getting to meet you this season and I am excited that you are on this journey with us.



Lee Jackson

Director, Niabi Zoological Park

Mission

Working today to assure a better tomorrow for all living things.

Vision

Leading conservation action locally and globally through relationships with conservation organizations, universities, and researchers, both in-situ and ex-situ, will be the driving force behind Niabi Zoo's efforts.

Connecting the community with animals and nature will increase awareness and appreciation for biodiversity, causing them to care about conservation issues

Engaging educational experiences with unified conservation messaging and established action steps for individuals, families, and institutions will result in behavior change and conservation action at home and abroad.

Conservation

The word Niabi has a powerful meaning. It comes from the Native American language of the Osage (Wazhazhe) Nation meaning “the fawn spared by the hunter.” This meaning gives an insight into human nature and the power of choice. As the choice is made to spare the fawn to preserve it for the future, people are faced with the same choice when it comes to the conservation of species, habitats and global ecosystems. We can choose to blindly destroy the natural world for short-term gains, or we can choose to save the precious biodiversity that connects us all to the living world, preserving it for future generations. The choice is ours.

While superb animal care and impactful education are the **function** of the Zoo, each of us need to communicate the **purpose** of the Zoo: *Conservation*. Utilizing consistent conservation messaging, we will increase public awareness of the purpose and position of the Niabi Zoo. The Key Messages below are the most important to consistently convey to our guests followed by sub-messages to provide more details for the Key Messages.

Key Message #1: Conservation is our purpose.

Sub-message #1: Plant and animal extinctions are occurring at a rate of at least 1,000 times faster than any time in history due to human caused habitat loss, climate change, invasive species, and illegal wildlife trade.

Key Message #2: We educate to inspire people to take conservation action.

Sub-message #2: If people don't know what is happening to animals and habitats, they won't care enough to do anything about the threats facing them. We must teach them to care enough to act, for without action conservation cannot occur.

Key Message #3: Everyone can be a Conservation Champion.

Sub-message #3: The actions of guests as well as every staff member contributes to conservation, whether in animal care, conservation education, facility maintenance, or guest services. Staff actively pursue conservation minded practices and work to reduce the impact of Zoo operations on the environment by:

- Recycling (containers in all staff areas)
- Minimizing single use plastic
- Utilizing reusable dishes, flatware, cups, etc.
- Using refillable water bottles
- Monitoring electrical energy use
- Limiting use of gasoline powered equipment
- Conserving water when cleaning
- Regulating HVAC temperatures

All Zoo staff are role modeling conservation behavior. Conservation messaging will be integrated in to every public discussion. The experience provided to every guest at the Zoo impacts their likelihood to contribute to conservation. Therefore, every staff member in every department not only influences the guest experience, but also our conservation efforts.

Saving Species Scavenger Hunt: Available at Admissions and Gift Shop.

- When guests complete the booklet, they will earn 4 Conservation Cards and a bonus Conservationist Card for a set of 5 cards per booklet.
- Completed booklets will be shown at the gift shop to receive cards. Gift shop staff will distribute the cards for the coordinating booklet. Card sets will be arranged by booklet number.

Before finalizing a transaction, state the following:

- **Would you like to make a donation to the Niabi Conservation Fund to protect animals?**
- **For a donation of \$5 or more, you can receive our Saving Species Scavenger Hunt.**
- **Once completed, go to the Wild Things Gift Shop to collect your Conservation Cards.**
- **Donations go toward Niabi led and partner sponsored conservation projects.**

This should be asked to every guest purchasing tickets (including Members) or merchandise.

Staff Policies

Violence-Free Facility

To ensure that Niabi Zoo maintains a facility safe and free of violence for all guests, employees, volunteers, and contractors:

- the use of verbal or physical violence is prohibited.
- the possession or use of dangerous weapons (guns, hunting knives, explosives, etc.) on Zoo property is prohibited.

All Niabi Zoo workers are subject to this provision, including employees, contract workers and seasonal employees, volunteers, as well as visitors and guests on Zoo property. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination. "Company property" is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property. "Dangerous weapons" include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

PPE for designated Animal Areas

Mask Requirements: All animal and maintenance department staff will be required to wear a mask fully over their nose and mouth while working in areas with susceptible animals. Staff will also wear masks during any animal encounters. All Covid protocols remain the same when pertaining to having Covid and working the alternate animal routines.

Scheduling

To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their assigned schedule. Schedules and starting times are established by the Department Supervisor. These are based on the current business needs of Niabi Zoo. Schedules are provided by email and a hard copy is posted in employee work areas.

Employees may be called off or dismissed early due to business needs. This will occur at the discretion of the department supervisor or MOD. Our business needs at Niabi Zoo often fluctuate throughout the season and may alter with the daily weather. If employee desires to alter work schedule (go home early, etc.), the individual must present this desire to the supervisor/MOD directly (not through another person).

Requesting days off: You are responsible for your shift or work and should make any arrangements necessary to cover scheduled shifts if you are arranging a day off. Any trading or switching of shifts must be approved by your Supervisor prior to the switch. Requests for time off must be submitted to your direct supervisor in writing or email on the 15th of the prior month. Scheduling is at the discretion of the supervisor, but every effort will be made to honor requests. Changes will not be made to the schedule without prior approval by the supervisor. The request off forms are located near the copy machine in the Administration Building, Gift Shop and the keeper breakroom area. These need to be turned in to your direct supervisor's mailbox. If you do not make a written request by the 15th of the month prior, *days off may not be granted.*

Paid Leave for All Workers Policy: All employees of the Rock Island County Forest Preserve District that do not participate in a collective bargaining agreement or not designated for participation in the District's Vacation and Other Leaves Policy are entitled to earn and use up to a minimum of 40 hours of paid leave during a 12-month period. PLAWA Leave may be used by the employee for any purpose as long as the PLAWA Leave is taken in accordance with the provisions of the policy.

An employee shall accrue at the rate of one (1) hour of PLAWA Leave for every 40 hours worked. Employees shall begin to accrue PLAWA Leave at the commencement of employment or beginning January 1, 2024, whichever is later for a consecutive 12-month period. Employees shall accrue PLAWA Leave for 90 days following commencement of their employment or 90 days following the effective day of this policy, whichever is later. After 90 days accrued time shall be credited for use as it accrues bi-weekly. Employees will be informed of all accrued PLAWA Leave and the available amount of time for use bi-weekly on the employee's paycheck stub.

If an employee's employment continues beyond 12 months, then the employee is eligible on the employee's anniversary of the employee's first day work to begin to accrue a new 40 hours of PLAWA Leave and unused PLAWA Leave shall rollover to be used according to this policy.

If use of PLAWA Leave is foreseeable, the employee shall provide written notice to the employee's supervisor seven (7) calendar days before the date of leave is begin. In the case of an unforeseeable need to take leave, the employee shall call their supervisor's mobile phone in advance of the start of the employee's schedule shift to advise the supervisor that the employee is taking PLAWA Leave.

Employees when using PLAWA Leave must use PLAWA Leave in a minimum of two (2) hours increments.

Requests to use PLAWA Leave during a scheduled shift/workday is dependent on supervisor's approval. The supervisor may deny an employee's request to use leave in the following circumstances:

- 1) Staffing would fall below minimum levels necessary to provide effective public service;
 - 2) Emergency circumstances exist requiring employee attendance;
 - 3) Employee absence would hamper the District's ability to meet critical workflow obligations or deadlines.
- A copy of the full policy can be found on the bulletin board in the workroom.

Attendance & Punctuality

Timely and regular attendance is an expectation of performance for all Niabi Zoo employees. In order to maintain an efficient work environment and provide the best guest service to our guests, punctuality, regular attendance, and working through the entirety of a scheduled shift is required from all Niabi Zoo employees.

Repeated absences, tardiness and unscheduled early departures are disruptive and not conducive to creating a great guest experience. These circumstances also may disrupt the daily functioning of multiple departments within Niabi Zoo and in turn may cause a poor experience for our guests.

Our goal is to ensure that each guest has an excellent and enjoyable experience while here at Niabi Zoo. In the event an employee is unable to meet this expectation, he/she must obtain approval from their supervisor in advance of any requested schedule changes. This approval includes late arrivals to or early departures from work. Departments have discretion to evaluate extraordinary circumstances of a tardy, absence or failure to clock-in or clock-out and determine whether or not to count the incident as an occurrence.

Absences

Absent - An employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

Unexcused Absence - An unexcused absence occurs when an employee is not present at work during a normally scheduled work period.

- If you do not request (and get) permission from your supervisor to be absent from work, it is unexcused.
- On a scheduled day, if an employee is unable to report to work, they are expected to notify their Supervisor at least 2 hours prior to their start time. The reason and expected duration of the absence should be reported.

- If an employee is reporting an unexcused absence, it will be the employee's responsibility to try all attempts to find someone to cover their shift and then let the MOD know. Any trading or switching of shifts must be approved by your Supervisor.
- In the event an employee is absent for 3 days or more without prior notice or approval by the Department Supervisor, the employee will be separated from Niabi Zoo as a voluntary quit.
- Too many unscheduled absences can result in the termination of an employee's employment.

Excused Absence - An excused absence is the scheduled or unscheduled time off from work that occurs when an employee makes prior arrangements to not be present at work during a normally scheduled work period.

- Excused absences are scheduled and approved in advance for such events as vacation, medical appointments, military service, family activities, surgery, jury duty, funerals, etc. that employees are unable to schedule outside of regular work hours.
- The employee notifies their supervisor in advance of their scheduled shift in the case of an unexpected emergency or illness can be excused.
- Under special circumstances, if the employee provides an acceptable reason upon return to work, with proof backing up their excuse, this may be excused.
- Employees with a medical absence exceeding 3 days or repeated absences due to medical reasons will be required to provide a Doctor's statement upon returning to work.

Tardiness - If staff expects tardiness of **more than 5 minutes**, notification of the Supervisor is required. **If the Supervisor does not respond within 15 minutes, it is the employee's responsibility to contact another supervisor.** An employee is deemed to be tardy when he/she:

- Fails to report for work at the assigned/scheduled work time. In these instances, supervisors may replace the tardy employee for the full shift.
- Leaves work prior to the end of assigned/scheduled work time without prior supervisory approval.
- Takes an extended meal or break period without approval.
- Failure to notify your Supervisor of a tardiness or absence within set parameters may result in termination.

Chronic Absenteeism

Chronic absenteeism is when an employee is consistently absent from the workplace, which impairs them from doing their work in a timely and productive manner. These regular absences can be in violation of a company's attendance policy and lead to termination. Chronic absenteeism can have a severe impact on the job performed by the employee, on the department and on the company as a whole.

A number of issues can arise from chronic absenteeism—These include reduced productivity on the part of the absent employee and, in many cases, customer dissatisfaction. Such absenteeism can also severely affect the morale of other employees, who are often forced to cover the duties of the absent employee and may resent having to work for someone who is repeatedly absent. Missing a day here or there may not seem like a problem. But absences add up quickly. And these missed work days can have a big impact on the whole organization.

Missing or leaving early 3 days or more of your hours or shifts per month—excused or unexcused— can add up to an employee being considered chronically absent.

What happens if an employee misses or leaves early **3 days or more of your hours or shifts per month —excused or unexcused?**

- This employee is considered chronically absent.
- 1st – Verbal warning with counseling
- 2nd – Formal written warning with corrective plan
- 3rd – Involuntary termination

*An employee, within the Orientation period (first month), who has missed or leaves early **three days** or more of your hours or shifts **during their first month working—excused or unexcused will** automatically receive a written reprimand.

Reporting

During the week, you must contact your direct supervisor immediately if you unexpectedly cannot report for your expected duties. This is also necessary if you need to leave early. If your direct supervisor does not respond promptly, please text all managers and include your name and department.

On the weekends, please text all managers if you are unable to report to work. If a manager does not respond, please call the Zoo main line (309) 799-3482 and leave a voicemail in the **general voicemail**.

- Lee Jackson, Zoo Director (309) 948-3520 or (563) 451-0631 ljackson@niabizoo.com
- Tammy Schmidt: Animal Department (314) 322-2665 tschmidt@niabizoo.com
- Joel Vanderbush: Conservation Education Department (309) 732-6722 jvanderbush@niabizoo.com
- Hannah Stockton: Admissions, Receptionist, Animal Attendants (309) 798-3473 hstockton@niabizoo.com
- Scarlet Behrens: Gift Shop, Membership, Carousel (309) 798-8214 sbehrens@niabizoo.com
- Scott Hesselberg: Maintenance, Train (309) 428-3209 shesselberg@niabizoo.com

Time Clocks

All seasonal staff are required to use the time clock to accurately record hours worked. Punch in at your scheduled time to begin work and punch out when you are finished. **DO NOT** punch in more than 5 minutes before your scheduled time unless approved by your supervisor. Time clocks are located at Administration, Main Gift Shop and the Nutrition Center. If you are unable to clock in, please complete a written employee time sheet and turn it in to Hannah at the end of the day.

Failure to Clock in/out

Employees are required to follow established guidelines for recording their actual hours worked. A missed clock in/out is a violation of this policy and includes:

- Failure to clock in/out at a time clock at the beginning and/or end of their assigned shift.
- Failure to clock in/out on their designated time clock for the meal break.
- Failure to accurately and timely report time worked.
- Clocking in/out early (or late) of assigned shift without prior approval.
- Repeated failure or refusal to comply with this policy will result in disciplinary action.

Pay Check Information

Employee pay periods are Sunday-Saturday. Niabi Zoo staff are paid biweekly and receive payment on Fridays. Payment by direct deposit is mandatory. Pay stubs can be picked up from the Administration Office Friday afternoon. If you are off on a payday, your pay stub will be stored in the safe until your next scheduled day of work. When you pick up your pay stub, please leave the envelope by the safe in the administration building so it can be reused.

Any temporary or regular part-time employee that worked a minimum of 600 hours in the prior calendar year may receive an additional \$.25 per hour wage to be added to the minimum hourly rate required. No temporary or regular part-time employee shall exceed a rate of \$15.50 per hour.

Break Time Policy

Staff who are scheduled to work for 5 hours or longer must take a 30 minute unpaid lunch as scheduled.

- You must punch out for your lunch.
- Refusal to comply with this policy will result in disciplinary action.

Staff who are scheduled to work for less than 5 hours must take a 15 minute paid break as scheduled.

Daily Work Place Assignment

- When you are scheduled to work at a specific place in the zoo, that is the only place you will work unless explicitly requested by a manager to move to a new work place.
- You must be trained and checked off by a manager of specific work areas and if you are not, you must explain that to the manager asking you to move to a new work place. Example; if you are scheduled for a gift shop shift you are to work at the gift shop.
- When your shift is over, do not go “work” or “visit” in another area in which you are neither trained or have permission to visit.
- Seasonal staff are not allowed to close any department unless approved by a supervisor.

Activities during slow periods

Attendance can fluctuate and there will be periods of time in which there will be opportunities to accomplish other tasks as provided by supervisory staff.

- Approved activities include:
 - Making animal enrichment
 - Filling feed bags
 - Cleaning work area
 - Restocking supplies
 - Other activities as assigned by supervisor
- Unapproved activities include:
 - Cell phone use (texting, social media, gaming, reading, etc.)
 - Reading a book
 - Puzzle books, coloring books, etc.
 - Using devices such as laptops, tablets, etc.
 - Listening to music on personal devices
 - Other activities deemed inappropriate by supervisor

Staff Parking Policy

Most seasonal staff are required to park in the outside parking spaces closest to the road or near the designated bus parking area of the main parking lot during scheduled working hours. There are designated handicap parking spaces available in the parking lot for those that have a handicap parking tag. Seasonal keepers and maintenance staff will park at the Nutrition Center/Maintenance Shop. Please talk to your direct supervisor and make arrangements if there is a special circumstance needed.

Uniform Policy

Your appearance is a reflection of the image of the Zoo. The purpose of this policy is to ensure that the staff is dressed in a neat, clean and professional manner that favorably upholds the Zoo’s image. Certain grooming standards are necessary to prevent accident or injury and some are necessary for reasons of sanitation, public health and appearance. When wearing the Zoo uniform, staff represent the Zoo, whether at the Zoo or anywhere in public (store, gas station, etc.). In addition, this policy allows the public to readily identify staff of Niabi Zoo. Management reserves the right to send staff home at any time for inappropriate appearance.

Anytime the Zoo is open or staff is representing Niabi Zoo to the public, they are required to wear the following uniform:

1. Official Niabi Zoo uniform shirt.
2. Black or Khaki colored pants or shorts in good repair, may not be torn or frayed styles and the inseam must be at least 8” inches in length for shorts
3. Closed toe shoes
4. Name badge must be worn at all times on uniform shirt on opposite side of logo clipped to the collar.

- Name badges must be turned in to your direct supervisor at the end of your last shift of employment or within 5 days of your last day employed.

Personal appearance/hygiene

5. All tattoos, piercings and color treated hair must be tasteful. Management reserves the right to send staff home if at any time for inappropriate dress/piercings/tattoos or color treated hair.
6. Please be aware of your personal hygiene and be mindful of how it will impact guests and coworkers.
 - Maintain personal cleanliness by bathing regularly
 - Oral hygiene (brushing of teeth) is required.
 - Use deodorant/antiperspirant to minimize body odors.
 - No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for other employees and guests.

Seasonal staff may wear hats, jackets, sweatshirts, hoodies, and sunglasses as weather requires. In the case of hats and sweatshirts, we prefer them to be Niabi Zoo clothing. These may be purchased in the Gift Shop with a 20% staff discount. However, if not, please limit your choices to items that are in good taste and suitable for a family venue.

Care for Self

Make sure to care for your body while outside: hydrate, use sunscreen, request breaks as necessary, etc.

Care for Zoo Property

Report broken or missing Zoo property (rake, biofacts, equipment, etc.) to your supervisor. Only use equipment/items as instructed and do not leave them unattended in the public reach.

Please do not modify your workspace (signage, decoration, artwork, personal touches, etc.) without express permission from your supervisor.

Staff Guests

If friends or family members visit the Zoo while you are assigned to a station, you may not ignore your duties or abandon your station to visit with them. At all times during your shift the functions of your assigned job is to be your first priority. **No staff guests are allowed in any break room or backroom, and they are not allowed to stand near you while on the clock and wait for you.**

Zoo Gates

If you open a gate, you must be sure to close it immediately. If a gate needs to remain open temporarily, a staff member must be present to monitor the open gate. Do not leave a perimeter gate open. If you unlock a door or gate, be sure to check that it is locked immediately after you are done. Report any issues you may find with any gates to a manager.

After Hours Prior Approval Policy

No one is allowed on Zoo grounds after normal working hours without prior approval given by the Zoo director or assistant Zoo director. Failure to comply will result in disciplinary action.

Gift/Donation Policy

Before donating items/goods/merchandise to the Zoo, please obtain a Gift in Kind Donation Form from the time clocks. Fill out the form and put it in your direct supervisor's mailbox. Please note that not all goods can be accepted by the Zoo. Non-monetary donations require approval from the Director. We kindly request that you wait until you hear back from management before moving forward with your donation. If you wish to make a financial donation, you can do so by submitting it online at <https://www.niabizoo.com/support/donate/> or by contacting Joel for more information on how to donate by check.

Professionalism

It is expected that all staff will act in a professional manner and behave accordingly as a representative of the Niabi Zoo. Staff will be a positive role model to guests, peers, and volunteers. Questions, concerns, and challenges should be communicated with your immediate supervisor. Absolutely NO bullying or harassment will be tolerated, nor will jokes or intimidating behavior concerning race, sex, gender, religion, age, disability, national origin, sexual orientation.

Sexual Harassment Policy

The Rock Island county Forest Preserve District recognizes that Sexual Harassment is defined by the Illinois Human Relations Act (775 ILCS 5/2-101) and by Title VII of the Civil Rights Act (29 C.F.R. Part 1604.11) and reaffirms the principle that its staff have a right to be free from sex discrimination in the form of sexual harassment by any other staff.

Sexual harassment is understood to include a wide range of behaviors, including but not limited to the actual coercing of sexual relations, verbal or physical sexual advances, requests or threats, sexually explicit or derogatory statements, jokes, pictures, objects or gestures and physical aggressiveness such as touching, pinching or patting. Such behavior may offend the aggrieved party, cause discomfort or humiliation and interfere with job performance. This definition will be interpreted and applied consistently with accepted standards of mature behavior and freedom of expression. Sexual relations or sexual contact which is freely and mutually agreeable to both parties is not considered harassment.

Any staff who believes he or she has been sexually harassed may obtain redress through the established procedure.

1. If the staff believes that he or she is being sexually harassed, if possible in a safe and non-confrontational manner, the staff should immediately inform the harasser that the behavior is unwelcome and should be stopped. The staff should also inform their immediate supervisor and the Forest Preserve District's Human Resources designee within seven (7) days of the incident to ensure a prompt investigation. If the immediate supervisor is the alleged perpetrator of the harassment, the staff should take matters to the Forest Preserve District's Human Resources designee and the next level of management. The Forest Preserve District's Equal Employment Office shall be notified by the Forest Preserve District's Human Resources designee of any ongoing investigation.
2. Complaints about sexual harassments will be responded to promptly and equitably and will be documented. The right to confidentiality of all staff will be respected in both informal and formal procedures, insofar as possible.

Harassment/Bullying Policy

Rock Island County Forest Preserve District promotes a productive and safe work environment and does not tolerate any verbal or physical conduct by a staff which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, bullying, offensive, hostile environment especially if such conduct concerns race, gender, religion, age, disability, national origin, sexual orientation or veteran status. It is the responsibility of all staff, whether supervisors or staff, to maintain an environment free of harassment. This policy applies to all staff as well as non-staff such as but not limited to: vendors, contractors, guests and visitors.

Harassment and/or bullying includes, but is not limited to: verbal or physical conduct that denigrates or shows hostility or aversion towards another individual and that has the purpose of affecting or creating an intimidating, hostile, or offensive work environment has the purpose or effect of unreasonably interfering with an individual's work performance, otherwise adversely affects an individual's employment opportunities.

Examples of harassment and/or bullying might include, but are not limited to: threats, insults, racial or religious slurs, unwelcome comments, jokes, pranks, gestures, or physical contact, and display or circulation of derogatory or inappropriate written or other physical materials, cartoons or pictures.

Harassment and/or bullying does not include the conduct or actions of supervisors intended to provide staff discipline, such as deficiency notices, performance evaluations, oral warning, reprimand or other supervisory actions intended to promote positive performance.

Any staff who believes they have been harassed/bullied may obtain redress through the established procedure.

1. If the staff believes that he or she is being harassed and/or bullied, if possible in a safe and non-confrontational manner, the staff should immediately inform the harasser that the behavior is unwelcome and should be stopped. If the alleged perpetrator fails to comply with the request to stop the expressed actions, the staff should also inform their immediate supervisor and Forest Preserve Director and/or Forest Preserve President within seven (7) days of the incident to ensure a prompt investigation. If the immediate supervisor is the alleged perpetrator of the harassment, the staff should take matters to the Forest Preserve Director or Forest Preserve President or the next level of management. The District's Equal Employment Officer shall be notified by the Forest Preserve President of any ongoing investigations.
2. Complaints about harassment and/or bullying will be responded to promptly and equitably and will be documented. The right to confidentiality of all staff will be respected in both informal and formal procedures, insofar as possible.
3. District policy explicitly prohibits retaliation against staff for bringing complaints of harassment and/or bullying.

Evaluation

To continue to improve, developmental feedback is important. Due to the challenging environment of the Zoo, the subjects of safety, security, and service are of utmost importance. Seasonal staff will be evaluated as needed.

At-Will Employment

Employment with the Rock Island County Forest Preserve District at Niabi Zoo is at-will employment and shall be seasonal or temporary in nature. Employment with the District may be terminated at any time, with or without cause by your supervisor or Zoo Director. Assigned work days, shifts or hours are not guaranteed and subject to the operational need established as necessary by Niabi Zoo Management.

This Handbook is not a contract and the policies, procedures and rules explained in this Handbook are set forth to establish expectations during your time of employment. Failure to follow such policies, procedures and rules or meet the expectations set forth may result in disciplinary action or termination from the District at Niabi Zoo.

The Forest Preserve Commission of Rock Island County and its agents reserve the right to modify or amend this manual at any time. This manual does not claim to be all-inclusive.

Situations in which there are no precedence will be examined individually and Niabi Zoo Management reserves its right to take action from the authority of the Rock Island County Forest Preserve Commission.

Perks

During their *period of employment*, each seasonal staff qualifies for the following:

- Free admission and parking to Niabi Zoo (self)
- Free attendance to Lunch & Learn talks
- Staff-only events (appreciation activities, etc.)
- Member discount on Education Programs/Camps/Dine Events
- 20% discount at Zoo Gift Shops and Concessions.
- One complimentary ticket for each Carousel, Train, and animal feeding (Koi, Domestic).

Health/Safety Policies

Incident Reporting-

Guest Injury - If a guest, concessions staff or volunteer (Adult, Intern, Junior Zoo Keeper, Group, Special Events) becomes injured at the Zoo an Incident Report form **must be completed**. An Incident Report must also be completed when any First Aid items are given to a guest (to administer themselves); this includes items such as ointments, ice packs, and band aids. Incident Report forms are located at the Administration Building (Office), Gift Shop, Carousel, Domestic Animals and in any first Aid Kit. The form must be completed in as much detail as possible by a **Zoo Staff member** and returned to Hannah or MOD within 2 hours of the incident.

Staff Injury - Staff injuries must be reported to a Supervisor first then to Company Nurse. A Supervisory Investigation Form and Employee Injury Report Form will need to be completed by the employee and the direct supervisor. Employees must contact their direct supervisor **immediately** and prior to calling Company Nurse. A picture of the injury and cause must be taken by a coworker/MOD and submitted to Hannah/MOD.

Emergency Medical Care

Alert Managers when there is a report or call regarding a medical emergency (unconscious, disoriented, unable to mobilize, or otherwise appearing seriously ill). Employees should evaluate the scene, proceed to the scene if it is safe, check the victim and then call for help. The manager may designate staff to call 911 and stay with the person until emergency services arrive. If one should be available to perform CPR and feels comfortable and confident in their ability before a manager or emergency personnel arrives to the scene to assist they can.

AED - An automated external defibrillator (**AED**) is available in the Discovery Center, Reptile House and the Giraffe Barn. You do not need previous certification to use it.

First Aid

First Aid Kits can be found in all buildings, Zoo vehicles, Train, Carousel and Guinea pig feeding area. If you are not First Aid/CPR certified, you may only provide access to First Aid supplies. You should open the First Aid Kit and allow the injured person or witness to use any materials within. **They must apply their own First Aid.** If you are First Aid/CPR certified, please provide proof of certification to Hannah. You may provide emergency assistance as needed per your training.

It is very important, even in the case of a very minor injury, to complete an Incident Report Form. These can be found in the Administration Building, Gift Shop, Carousel, Domestic Animal Area and in any first aid kit.

Exposure Control Plan

The purpose of this plan is to minimize the possibility of seasonal staff exposure to potentially hazardous or infectious materials.

Safety Data Sheets (SDS) for all chemicals are housed in the buildings where those chemicals are used. SDS Informational Binders are located at the Administration Building, Nutrition Center, Veterinary Hospital and the Maintenance Shop.

Seasonal staff shall not provide their own cleaning supplies or disinfectant that is not documented or approved on SDS and the Zoo will provide all needed cleaning supplies.

Seasonal staff should not handle sharps such as syringes, darts, etc. (Unless these are your own and necessitated by a medical condition). A sharps container is located in Administration Building, Nutrition Center, Vet Hospital.

Education staff will have a cooler available for camp/class participants as needed for epi-pens, insulin, etc.

Only designated/trained seasonal staff should handle the cleanup process of blood or bodily fluid spills. All Personal Protective Equipment such as; gloves, Tyvek suits and the proper cleaning solutions or blood borne kit will be utilized for this cleanup process. Contact a manager for assistance with exposure control. Blood-borne pathogen kits are located at every building and in every Zoo vehicle.

Chlorine Protocol

Chlorine in the form of household bleach is used in cleaning animal exhibits, water bowls, tanks, and for disinfecting holding facilities. The following procedures should be used when using bleach:

1. Wear rubber gloves, eye protection and mask
2. Do not pour bleach directly into metal containers
3. Do not mix bleach with soap
4. Use only in properly ventilated areas

Eye wash stations are available in the maintenance, keeper areas and gift shop bathroom.

Toxic or Hazardous Materials

Seasonal staff should only use cleaning chemicals, paints etc. after receiving proper instruction from their supervisor. Proper PPE such as rubber gloves, eye protection, Tyvek suit if necessary, must be worn. Seasonal staff should not clean up blood or other bodily fluids without proper PPE and appropriate cleaning solutions. In the event of a toxic spill, notify your supervisor immediately.

Smoking/Vaping/E-Cigarette/Cannabis Policy

Pursuant to the Smoke-Free Illinois Act 95-0017, there will be no smoking indoors or within 15 feet of any entrance. This includes doors, windows and air conditioning units. There will be no smoking of tobacco, cannabis, vaping or e-cigarettes allowed anywhere on Zoo property except the parking lot. Smoking by staff will be allowed outside of Zoo grounds ONLY. Smoking will be permitted only during assigned break times. Cannabis use in any form is prohibited on Zoo grounds during work or break time. Refusal to comply with this policy will result in disciplinary action.

Driver Safety Policy

The safety and wellbeing of our staff is of critical importance to the organization. We therefore each have a responsibility to not only protect ourselves when on the road but also should do our part to protect those around us. Staff that are required to drive on company business at any time will be expected to consistently apply follow all the procedures below.

Procedures

1. The speed limit on Zoo property is no faster than 10 mph at all times.
2. All staff are expected to wear seat belts at all times while in a moving vehicle whether they are the driver or a passenger.
3. Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on company business is strictly prohibited.
4. It is **Illinois law to not use cell phones while driving**. Although use of cell phones under any circumstances is strongly discouraged while driving, the use of **hands-free technology** may be warranted in unusual or emergency circumstances.
5. Engaging in other distracting activities including, but not limited to, eating, self-grooming, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
6. Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.
7. All staff are expected to follow all driving laws and safety rules such as adherence to posted speed limits and directional signs, use of turn signals and avoidance of confrontational or offensive behavior while driving.
8. Staff should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.

9. Staff who drive commercial vehicles or who are otherwise subject to separate rules and regulations such as those dictated by state or federal law are also expected to adhere to all policies and regulations associated with the appropriate law or regulation that applies.
10. Staff must promptly report any accidents to local law enforcement as well as to the company in accordance with established procedures.
11. Staff are also expected to report any moving or parking violations received while driving on company business and/or in company vehicles. Staff are expected to pay associated fines.
12. Failure to adhere to these procedures may result in disciplinary act and/or the removal of driving privileges.

Emergency/Disaster Preparedness Policies

Emergency Codes:

- **Code Green:** All clear
- **Code Orange:** Animal Medical Emergency
- **Code Blue:** Human Medical Emergency
- **Code White:** Unauthorized Person in Animal Area
- **Code Flame:** Fire Emergency
- **Code Black:** Active Shooter/Bomb Threat
- **Code Yellow:** Animal Escape/Non-Dangerous
- **Code Red:** Animal Escape/Dangerous
- **Code Adam:** lost child or lost parent missing child
- *Severe Weather Alert:* announce inclement weather approaching

Primary SAFE AREAS for the PUBLIC

- Discovery Center/Administration Building
- Gift Shop
- Biodiversity Hall (public space)
- Giraffe Building (public space)
- Reptile House (public space)
- Treehouse Snack Shack/Restrooms
- Wild Paw Concessions/Restrooms

Secondary SAFE AREAS for PUBLIC (with keeper escort only)

- Behind the scenes animal areas

Drills

All emergency procedures will be practiced regularly during drills. These drills will take place as if the actual emergency is occurring. All staff will respond accordingly following the instructions for each emergency. When the drill begins, it will be announced according to the corresponding Code then will be declared as a drill. The drill concludes when the Code Green is announced.

Code Green – All Clear

At the conclusion of a Code incident or Drill, a Code Green will be called over the radio to give the all clear and conclude the incident or Drill.

Code Orange – Animal Medical Emergency

An animal medical emergency may either be one of our Zoo animals or surrounding Zoo campus wildlife. If it is wildlife please make sure to keep guests away from the animal until the animal department or veterinary team have responded to the animals' location.

All animal medical emergencies will be handled by the animal department and veterinary team. If a guest reports an incident to you, or you see an animal that has been injured or in distress, use your two-way radio to

call the Manager on Duty (MOD) and report a CODE ORANGE. If a guest approaches you in the gift shop, at the restaurant, on the train or carousel or any other spot you may not have a radio or phone-find the first staff member you see with a radio and have them call the code.

Injuries or distress may include but not limited to: animal limping, labored breathing, bleeding, laying in an unusual way, stuck in something inside their living spaces or any other unusual situations that are out of the ordinary for specific animals.

Code Orange Process:

1. Staff reports a Code Orange on the radio 3 times, identifying the location of the Animal Medical Emergency that either they, another staff member, or guest has observed or reported.
2. Staff will describe where the injured/distressed animal is located and obtain any further information as requested.
3. MOD responds and subsequent animal staff will respond with a vehicle and animal equipment appropriate for the medical emergency i.e.; nets, gloves, crates or vehicle.
4. Animal staff will respond and remove animal to a behind the scenes area or the veterinary hospital as appropriate.
5. MOD will call veterinary staff if they are not on grounds during the event to brief them on the situation.
6. Once animal has been transported or taken to a location for attention, a Code Green can be called over the radio.

Code Blue – Human Medical Emergency

In a Human Medical Emergency, the highest priority is to provide a quick, efficient and effective response by trained professional personnel. All full-time Niabi Zoo staff are certified annually to perform First Aid, CPR and operate the Zoo's AED machines.

All responders to a "Code Blue - Human Medical Emergency" should practice the **Check-Call-Care** method of response.

- CHECK: Trained first responders should make sure that there are no obvious hazards that could cause injury to the responder or cause further injury or harm to the victim. Then, check the victim's condition.
- CALL: Finally, call for help by contacting a Manager on Duty (MOD) and/or delegate a front guest services employee or you to call 911 to activate the emergency response system and listen for instructions.
- CARE: begin the appropriate care in response to the medical emergency i.e., CPR, First Aid or AED

First Responder

- Any staff member encountering or being informed of a guest or staff member having a Human Medical Emergency must immediately begin communication efforts via two-way radio by stating "We have a Code Blue" 3 times.
- The initial responder should contact the Manager on Duty (MOD) via radio or phone and announce their name and the nature and location of the situation, and request confirmation from MOD. (e.g., "This is Scott in Maintenance; we have a Code Blue on the train. MOD confirm.")
- The MOD will respond and inquire if 911 should be called. If yes, the MOD will ask Reception to contact 911.
- After MOD confirms the communication, the first zoo staff responder should remain on the scene until assistance arrives and be prepared to communicate further information to emergency responders. (e.g., "The lady is complaining of dizziness and is not coherent.")
- If there is a clear and present danger to the individual and they are mobile, steps can be taken to move the individual to a safe area.
- If there is a clear and present danger to the individual and they are immobile, MOD must be informed as soon as possible.

- Once the MOD arrives on the scene, assistance should be provided as directed by the MOD. Staff should stand-by to provide information to arriving EMS personnel.

All Staff

- Once a Human Medical Emergency is announced over the radio, all routine radio traffic must cease in order to keep the radio free for emergency coordination. Only relevant radio transmissions should be aired. All transmissions must be kept brief and to the point.
- The first radio responses acknowledging the Code Blue - Human Medical Emergency call should be made by the MOD. *Other necessary responses and acknowledgments should be held until these critical radio calls have been transmitted.*

Other Managers

- Other Managers/Support staff along with an EMT when possible, should proceed to the location. In a Code Blue - Human Medical Emergency situation, prompt response by trained personnel can save lives.
- The MOD must announce himself/herself via radio and immediately proceed to the scene in a safe manner to communicate with the first zoo responder and immediately provide first responder care.
- All responding staff members are under the direction and supervision of the MOD until the situation is resolved and the Code Green – All Clear is called. Only the MOD may make the Code Green – All Clear call.
- To avoid causing confusion or delaying EMS personnel enroute to the location, no one should enter the area without instruction from the MOD or additional managers.
- The MOD should give two radio updates: one stating that First Responder personnel have arrived on scene, and a second update for the All-Clear call.
- The MOD is responsible for convening all responding staff immediately following the Code Blue resolution to review and evaluate the event and response process, make any recommendations for improvement, and evaluate staff members' performance as a learning tool.

Office Manager/Reception Desk Employee

- Will serve as the Communication Coordinator during a Code Blue incident.
- The Communications Coordinator will facilitate and coordinate communications during the emergency. This includes ensuring that all required telephone notifications are made, maintaining contact with the MOD, directing external emergency personnel to appropriate access points, coordinating the delivery of necessary resources (personnel, equipment, vehicles) to the site, etc.

Incident Report

Every medical situation must be accompanied by an Incident Report completed by the staff tending to the person injured/sick or the responding MOD. Obtain as much information as possible from the injured person.

Non-Emergency

Employees assisting guests with non-emergency first-aid that requires assistance should contact the Manager on Duty (MOD) via two-way radio or phone and announce their name and the nature and location of the situation. (e.g., "This is Scarlet in the gift shop; I have a Code Blue. A guest fell and scraped her knee and cannot get up. Can someone report to the location to provide assistance?")

Employees assisting guests in the Zoo should not initiate a Code Blue call for minor first-aid incidents, such as splinters, small or light abrasions, blisters, bee stings (unless allergic), requests for Band-Aids, etc.

Code White – Unauthorized Person

An unauthorized person is one who is found behind the scenes, in staff areas, on Zoo property when the park is closed, on the other side of barrier fences, as well as too close to or inside an animal enclosure. This would be considered a Code White – Unauthorized Person emergency.

In Staff Areas

- Most of these situations can be handled by a staff member informing guests that they are in an unauthorized area and escorting them to the guest area without calling a Code White.
- If guests are too close to an animal enclosure on the other side of a barrier fence, call a Code White 3 times over the radio.
- If the staff member can get the guest to return to the guest area, explain the danger of the situation. If the situation is benign, give a description over the radio to keep an eye out for the guest and monitor behavior.
- If the situation is more deviant or guests are combative, request assistance from the Manager on Duty (MOD) to handle the situation or to have the guest removed from the Zoo. Only the MOD/Director/Assistant Director will make the determination if a guest is removed from the Zoo.

On Zoo property when closed

- During business hours, staff should call over the radio "We have a Code White" 3 times.
- The MOD will respond and inquire as to the location of the unauthorized persons and coordinate staff to detain intruders.
- The MOD will have a manager call 911 or the MOD will call.
- If intruders are combative, monitor the situation from a distance and wait until the police arrive to deescalate the situation and remove the intruders.

Inside Animal Enclosure

- The highest priority is removing the intruder or resident animals from the enclosure swiftly and safely.
- The first goal of emergency responders is to identify a safe means of directing the intruder away from the animals and to a safe location.
- In the event that an intruder enters into an animal exhibit and is injured, impaired, or otherwise unable to exit the animal area independently, the situation is treated at the same level as a Code Red - Animal Escape.

Initial Observer

- Any staff member encountering or being informed of an unauthorized person in an animal enclosure must immediately begin communication efforts by calling a Code White over the radio 3 times.
- The initial observer should contact the MOD via radio or phone and announce their name and the nature and location of the situation, and request confirmation from MOD (ex. "This is John in the Gift Shop; we have a Male Unauthorized Person in the Rhino habitat. MOD confirm.")
- After MOD confirms the communication, the Initial Observer should remain on the scene until assistance arrives and be prepared to communicate further information to emergency responders. (ex. "The guy climbed back out and he ran towards the front entrance.")
- In the case of an unauthorized intruder in a dangerous animal exhibit, the area keepers should immediately try their emergency recalls or other specific emergency responses directed at the animals in order to keep the intruder safe.
- If the individual is unharmed and mobile, attempt to direct them to a means of exit from the animal area or a safe zone within the area.
- Once the MOD arrives on the scene, move to a safe location or provide other assistance as directed by the MOD.

All Staff

- Once an "Code White - Unauthorized Person in an Animal Enclosure" is announced over the radio, all routine radio traffic must cease in order to keep the radio free for emergency coordination. Only relevant radio transmissions should be aired. Keep all transmissions brief and to the point.

- The first radio responses acknowledging the emergency call should be made by the MOD, other managers on grounds, and the Veterinary staff. Other necessary responses and acknowledgments should be held until these critical radio calls have been transmitted.

Follow instructions for each department as indicated below.

- All managers on property, and keepers directly assigned to the area involved should proceed to the location. In an emergency situation, safely moving animals away from intruders is critical and keepers should begin procedures immediately.
- The MOD must announce themselves clearly via radio and immediately proceed to the scene in a safe manner to communicate with the Initial Observer and continue efforts to shift animals and safely remove intruders.
- All responding staff members are under the direction and supervision of the MOD until the situation is resolved and the Code Green is called. Only the MOD may make the Code Green – All Clear call.
- All other management staff should stand-by for requests or instruction from the MOD.
- To avoid startling the animal or disrupting attempts to separate animal and intruder, no one should enter the area without instruction from the MOD.
- The MOD should give regular radio updates on the status of shifting/separation efforts, as well as requests for additional personnel, veterinary requirements, Coal Valley Police Department, vehicles, etc.

Immediately following the Code White resolution, the MOD is responsible for convening all responding staff to review and evaluate the event and response process, make any recommendations for improvement, and evaluate staff members' performance as a learning tool.

Code Flame - Fire or Explosion

Immediately call 911 if you discover a fire or explosion. Stay on the line with them until they tell you to hang up. If you have a radio, call Code Flame 3 times over the radio and the location of the fire. Move away from the area and direct any guests to also move away with you. MOD will provide instruction on response for use of firefighting equipment. The fire department will be directed to the fire location and staff will meet them at the appropriate gate to gain entry to the Zoo.

Code Black – Active Shooter/Bomb Threat/Suspicious Package

Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

How to respond when an active shooter is in your vicinity

1. **RUN** – Evacuate the area if there is an accessible escape path.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Follow the instructions of any police officers and keep your hands visible
- Do not attempt to move wounded or injured victims
- Call 911 when you are in a safe area.

2. **HIDE** - If evacuation is not possible, find a place to hide where an active shooter is less likely to find you.
Be sure to:
 - Silence cell phones, hand-held radios, and devices
 - Remain quiet and turn off any other source of noise (i.e. radios, televisions, etc.)
 - Blockade the door with heavy furniture or equipment
 - Seek cover by hiding behind large items (i.e. file cabinets, desks, copy machine, etc.)
3. **FIGHT** - Take action against the active shooter only as a last resort, and only when your life is in imminent danger. Attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions
 - Fight for your life!

When Law Enforcement Arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should share with 911 or Law Enforcement

- Location of active shooter(s)
- Number of shooter(s)
- Physical description of shooter(s)
- Number and type of weapons held by shooter(s)
- Number of potential victims at the location

Coping

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Only attempt to take the active shooter down as a LAST RESORT.

Bomb Threat

If you receive a telephone bomb threat:

1. Remain calm & listen carefully.
2. Be polite and show interest.
3. Try to keep the caller talking so that you can gather more information about the device, the validity of the threat, or the identity of the caller.
4. Listen carefully for background noises.
5. Note the phone number of the caller if your telephone has a display.
6. Gather as much information as possible. WRITE DOWN THE EXACT WORDS OF THE CALLER AND ANY THREATS.
7. Use the Checklist, and ask questions in a polite and non-threatening manner.

- a. If the threat was received by another individual and he/she is relaying information to you, use the Checklist to gather as much information as possible.
8. Notify a supervisor or co-worker and have them immediately dial 911 from any phone in the Zoo.
9. Upon completion of the call be sure the Coal Valley Police Department has been notified and dispatched. Complete the checklist while the call is still fresh in your memory.
10. Remain available to answer questions from responding officers.

KEEP A BOMB THREAT QUESTIONNAIRE AT GUEST SERVICES AREAS THAT MAY ANSWER PUBLIC CALLS TO THE ZOO

Suspicious Packages

The number one way to protect yourself and others is to be alert to your surroundings. Be alert for and report anything that is **OUT OF THE ORDINARY** in your daily routine. Examples include bags or boxes in unusual places, unusual smells, and suspicious behaviors such as someone dressed in heavy coat in summer.

“See Something – Say Something”

It is difficult to determine when to report something suspicious. Items such as backpacks and coolers are common items found on Zoo grounds. However, the item becomes suspicious when an item is left in an unusual place, left alone or both for an unusual length of time.

Be Aware of Your Surroundings

People most familiar with a given environment are in the best position to determine whether or not something is out of the ordinary.

Use common sense and follow these guidelines:

- Trust your instincts; if something feels wrong, don't ignore it
- Ask anyone near the package if it is theirs
- Do not assume that someone else has already reported it

Report the suspicious package:

- If you discover a suspicious package, move all public and yourself far away from the package. Cell phones and radios in close proximity may trigger detonation.
- Call a Manager on Duty (MOD) and declare a CODE BLACK-SUSPICIOUS PACKAGE and your location. Once you call the MOD and they respond, they will take lead on the situation

Until the MOD arrives at your location, do the following:

1. Keep everyone away from the suspicious package and the area. Secure people away into buildings if possible
2. Keep your distance from the suspicious package—do not approach, move or tamper with it
3. MOD will designate someone call 911
4. Once MOD arrives, brief them on what you found
5. Cooperate and assist with MOD and Police upon arrival

Police will:

- Assess the situation
- Ensure the area is evacuated
- Call for appropriate personnel and equipment

The Code Black will be ended on the two-way radio with a **Code Green** once the situation has been concluded.

Code Red/Code Yellow - Animal Emergency Response Plan

This Animal Emergency Response Plan is intended to define the specific actions of the Niabi Zoo staff in the event of any animal escape or other animal emergency. Animal emergencies, such as the escape of a dangerous animal, may occur in Zoos despite the competence and dedication of staff and the safeguards built into the facilities. This plan has been developed to ensure the safety of the public, staff, volunteers, and animals and is to be applied in the event of an animal emergency. Prevention is the best way to eliminate the need to implement this plan and is the responsibility of all Zoo staff and volunteers. Immediate action will be taken upon the discovery of an animal escape/emergency with the following priorities: public safety, volunteer and staff safety and the well-being and safety of the animals.

This section primarily focuses on a **Code Red** situation. A **Code Yellow** situation will be focused on the animal department, management and veterinary department and other staff/volunteers will only be involved if requested by the Manager on Duty (MOD). **Code Yellow** will require many of the same actions as below but with no firearms required. The animal may be manually restrained or recaptured or potentially immobilized with veterinary supervision.

1. DEFINITIONS

Escaped Animal: an unplanned incident in which an animal is outside of its primary containment area.

Other Animal Emergency: an unplanned confrontation between a potentially dangerous animal and a human or another animal.

Primary Containment Area: exhibit (habitat or enclosure) or cage) and/or holding area.

MOD: MANAGER ON DUTY

Dangerous Animals: (CODE RED) **

1. Carnivores - All cats, wolves
2. Gibbons, monkeys
3. Large constricting snakes (pythons and boas)
4. Aggressive hoof stock (camel, giraffe, rhino, red river hog)
5. Ostrich
6. Feral wildlife/dogs/raccoons will be treated as Code Red if they are threatening the public, employees or Zoo animals

General Principles about Escaped Animals

- a) Each animal has its own flight distance. This is the distance a person can get to the animal before it gets nervous and runs in the opposite direction. An animal usually has a shorter flight distance for a vehicle than for a human on foot.
- b) An escaped animal is usually frightened. Given the opportunity, it may move back towards familiar surroundings. To make the animal move, you only have to violate its flight distance. Use this to your advantage. If you are trying for containment, do not violate the animal's flight distance.
- c) Each animal also has a fight distance. This is the distance at which the animal will turn and attack a pursuer. If an animal is cornered and you violate its fight distance, you may trigger an attack.
- d) Animals usually have a strong attachment for their home habitat, If the animal has not ventured too far from its habitat, it may be possible to lure or herd it back inside. Give it a chance to return.
- e) An escaped animal is in a strange situation and may feel threatened.
- f) Unfamiliar surroundings coupled with negative triggers such as guns or nets may cause the

animal to feel threatened and it will try to defend itself. It may be important that the people on the scene, who have firearms or dart guns, conceal them until it is necessary to use them.

- g) Assess the animal's behavior by examining the animal's expression, stance or other factors. You can often tell whether the animal is anxious, calm, about to flee or about to attack. Act accordingly and with common sense. The people who work most often with the escaped animal can usually "read" the animal best.
- h) Large predators are typically the most dangerous. For safety, vehicles with enclosed passenger compartments should be used for surveillance and containment when possible. Remember, when an animal is out of its habitat, everyone who is not in a secure location is in potential danger.

2. EMERGENCY RESPONSE

- A. Whenever an employee discovers that an animal has escaped from its primary containment area the first response, if possible and prudent, should be to contain the animal in the immediate area in the safest manner possible. This means closing doors, gates, alley ways or otherwise blocking the animal's access to a more open area. If prudent, other Zoo employees in the immediate area should be notified to assist using the hand-held radios.
- B. Evaluate the potential seriousness of the escape situation. Determine if the escaped animal is:
 - i. likely to be dangerous to the public, volunteers or employees;
 - ii. possibly dangerous, mainly to those involved in recapture;
 - iii. well contained;
 - iv. poorly contained, further escape imminent;
 - v. a harmless species with minimal action necessary for recapture.

If you are unsure about the status of a loose animal, you should report it as a **CODE RED**.

COMMUNICATING ABOUT THE ESCAPE:

SAY CLEARLY **"I HAVE A CODE RED"**, (repeat 3 times)—IF YOU DO NOT GET A RESPONSE CONTINUE TO REPEAT CALMLY every few seconds until a response is obtained.

- Report the animal escape calmly and clearly so that all staff understands what is being said, where you are and what animal you are talking about.
 - Use the species of animal, *not their name*, in reporting the escaped animal, for example; Amur Leopard (not Jilin).
 - Once a Code Red has been called—STOP ALL OTHER COMMUNICATIONS UNTIL THE EMERGENCY IS OVER
 - Manager on Duty (MOD) will call for radio silence—the only exceptions to this will be for the persons tracking the movement of the animal and answers to questions put forward by the MOD and other animal keeper staff. Once the incident has been resolved the MOD will call an end to the emergency situation and normal activity may continue throughout the Zoo.
- A. If, after reviewing the priorities, the obvious and prudent action is to immediately recapture the escaped animal with equipment that is immediately at hand, then action should be taken. For example, a non-dangerous animal found outside of its enclosure may be contained, caught or eased back into its normal area of confinement in one relatively swift action. To notify others at a critical time could worsen the situation.

- B. If an immediate recapture is not feasible, you must try to keep the animal in sight and notify the animal keeper staff and fellow Zoo staff from one of the in-house telephones or from a cell phone, or use your hand-held radio to report the escape. You should report: **CODE RED**, the species, location and other pertinent information such as the direction in which the animal is moving. REPEAT CODE RED EVERY FEW SECONDS UNTIL A RESPONSE IS GIVEN. Keeping yourself in a safe location while keeping your eyes on the animal is key!
- The appropriate MANAGER ON DUTY (MOD) will immediately assess the available information and/or situation and make the declaration to initiate the Recapture Plan.
- C. Only those employees on the recapture team will use the recapture equipment and should respond to the area where the escaped animal may present a danger. **Do not try to help in the recapture unless you are specifically asked to do so by the Manager on Duty.** All keepers working in the area from which the animal escaped will assist in the recapture of the animal. All other keepers will remain in their area either assisting the public to safety or waiting on directions from the PIC.
- **CAPTURE EQUIPMENT WILL INCLUDE BUT ARE NOT LIMITED TO:** nets, pepper spray, baffle boards, catch poles, gloves/gauntlets, enclosed vehicles, dart gun/immobilizing agents and the backup of the Coal Valley PD.
- D. Administration/Front Gate Staff will monitor communications and assist or direct as needed.
- E. Crowd control/public safety will be initiated by all other staff members and employees on duty as directed by the Manager on Duty. All Zoo employees who are not directly involved with the recapture of the animal should be prepared to direct the public away from possible danger. This may include directing people into service areas, open buildings, rest rooms, administration building and concession stands.
- F. Communications will be via hand held radios which are carried by all animal care personnel, maintenance staff, educators, gift shop, restaurants and managers.

3. NON-DANGEROUS SITUATION: This plan is for recapture in non-dangerous situations which may require extended effort, crowd control, a large coordinated effort, veterinary support and/or central coordination and decision making.

- A. A decision to immobilize an animal will be made by the Director/Assistant Director or next in authority whenever possible. If communication cannot be established and a situation requires immediate action as judged by the recapture team at the site, then a decision to immobilize can be made on the spot by the most senior person on site. Requests for crowd control, special equipment or whatever is necessary of other teams will be the responsibilities of the Person in Charge.
- B. The general guidelines for this non-dangerous action plan are:
- i. take no unnecessary risks to personal safety;
 - ii. do not panic and rush a situation – patience and non-threatening human presence is often the best way to entice an animal back into an enclosure;
 - iii. animals are usually frightened when outside of their normal space they will often seek to get back on their own, with gentle coaxing.
 - iv. do not chase escaped animals as this will elicit a fight or flight response

4. DANGEROUS SITUATION If the Manager on Duty determines that a dangerous situation exists, then this plan will be put into effect. This would primarily be in the event of the escape of a dangerous animal, but may be used

in any other circumstances considered dangerous to people. In this case, all team leaders will be notified immediately and will respond.

- a) Animal and Maintenance Staff along with managers will be utilized to cordon off the site to restrict access. Staff will begin evacuation of the facility if directed by the Manager on Duty. Additional staff members will be called to assist if needed.
- b) Darting equipment (Located in the SAFE in Assistant Directors Office CODE LISTED ON THE SIDE OF THE SAFE (access key to open safe) will be maintained on the Zoo premises and will be taken to the recapture scene unless directed otherwise by Manager on Duty.
- c) Only the Director/Assistant Director or next in authority in their absence can authorize outside police support (i.e. Coal Valley PD) or other support.
- d) If a critical emergency exists the **MOD** and veterinarian (if present) will, in concert, make the decision at the immediate scene to destroy an animal
- e) If the animal is an immediate threat to the public or recapture team, the dart team members can make the decision to destroy the animal with the assistance of the Coal Valley PD's support). **ALL STAFF AND GUESTS WILL MOVED AWAY FROM THE DANGEROUS ANIMAL AREA CALMLY AND IMMEDIATLEY!**
- f) In the event of a person inside of an animal enclosure, IF at any time there is an immediate threat to human safety, a Coal Valley PD member will be given authorization to destroy the animal. When situations allow, a non-lethal response may be appropriate. This includes shifting the animal out of the enclosure, using non-lethal weapons to control or deter the animal AND removing the person from the enclosure

5. EMERGENCY TEAMS/ASSIGNED ROLES

Team recapture plans are designed to utilize pre-assigned teams with designated functions. This will provide central direction, coordination of actions and improved communications.

Manager on Duty (MOD):

- a) The Manager on Duty will receive the escape call from the operator and initiate the recapture plan. MOD responsibilities may be transferred to a more appropriate staff member on their arrival and proper assessment of the particular situation.
- b) MOD will direct all recapture personnel and provide updates to staff as needed.

Veterinarian and Vet Tech: (IF ON GROUNDS/AVAILABLE-- IF NOT KEEPER STAFF AND MANAGERS WILL ASSEMBLE THE FOLLOWING):

- a) Gather necessary capture equipment (nets, tranquilizer equipment, etc.) and proceed to the escaped animal's location.
- b) If the decision is made to tranquilize the animal, multiple darts should be made so that a back up dart is ready in case the first dart misses.
- c) Grab the quick drug reference for all dangerous animals located on the inside of the SAFE. There will also be individual medical histories on quick grab note cards in the event this information is necessary.

Keeper Staff:

- a) ALL keepers will assist in the re-capture of the animal.
- b) If requested by MOD, bring additional capture equipment to safe site near animal escape. If requested by MOD, assist in maintaining safe perimeter zone surrounding animal escape location.
- c) Prepare return route for animal back to its enclosure if appropriate (secure any other animals that may have been in the same enclosure)
- d) Keepers/Staff coming from the Nutrition Center should ensure all perimeter gates are closed during the escape. IF the animal is near the gate you need to travel through to get on the Zoo property--DO NOT go through that gate.
- e) Stay in a safe location until Code Green is announced.

Maintenance Staff: (Most Senior Maintenance Staff assign duties)

- a) Assist with public safety, direct public and staff towards buildings if Code Red is called on the hand held radio.
- b) Provide vehicles or heavy equipment as directed by the **MOD**. If perimeter gate is clear bring the largest enclosed vehicle on property to pick guests up out in the open on grounds. Keep vehicle between animal and guests if they are in the same vicinity.
- c) Stay away from the escape location unless specifically directed to do otherwise by the **MOD**.
- d) Ensure all perimeter gates are securely closed. **MOD** may direct maintenance crew with an additional enclosed vehicle to monitor the escaped animal and keep them in sight by vehicle (not crowding the animal).
- e) Assist emergency services through the perimeter gates when it is safe to do so.

Administrative Office/Front Entrance Staff:

- a) Make a public announcement: "May I have your attention please; we have an emergency animal situation in the Zoo. All Zoo visitors are asked to seek immediate shelter in the closet Zoo building. Zoo Staff will secure your location immediately". (Announce 3 times at 5 minute intervals or until the MOD takes over)
- b) May be alerted by hand held radio by MOD to call emergency services
- c) Close all entry gates and stop allowing guests inside the Zoo until Code Green is called.
- d) Secure all Discovery Center and Administrative Office doors
- e) Shelter guests, other employees and yourselves in a safe place
- f) NOTIFY THE VETERINARIAN BY PHONE (309-230-8073)
- g) NOTIFY THE ZOO DIRECTOR by phone if he is not on grounds (563-451-0631)

Gift Shop Staff: (call train and concessions by hand held radio to alert them of the emergency)

- a) Secure all doors to your buildings.
- b) As people are directed to your location open doors to allow public and staff inside.
- c) Keep guests calm and secure until Code Green is called.

Concessions Staff, Train, Attendants and Carousel Staff:

- a) If on grounds, guide guests and volunteers to SAFE AREAS and look for others to gain access inside buildings.
- b) Once train driver has unloaded train or when/if the train is in the station, driver should shelter in the Maintenance Supervisor's office with any guests near them.
- c) As people are directed to your location, open doors to allow public and staff inside.
- d) Keep guests calm and secure until Code Green is called.

Shelter Sites

- **Train** - shelter along with any guests in Maintenance Supervisor's office or Gift Shop
- **Animal Attendants** - shelter along with any guests in the Maintenance Supervisor's office, gift shop, or nearest building.
- **Carousel** - shelter along with any guests in the Reptile House
- **Wolf's Paw Back Concession** - shelter along with any guests in the back concession building.

Education Staff:

- a) Help secure entrance gate, Discovery Center and Administration building.
- b) If on grounds with groups, get to the nearest SAFE AREA with group.
- c) If on grounds, Guide guests and volunteers to SAFE AREAS and look for others to gain access inside buildings.
- d) Keep guests calm and secure until Code Green is called.

Volunteers:

- a) Immediately seek the nearest shelter and take guests with you as you go.
- b) In the event of an emergency you will revert to "guest" status.

- c) Since volunteers are still wearing Niabi Zoo uniforms, each must present a calm demeanor and carefully follow staff instructions.
- d) Keep guests calm and secure until Code Green is called.

In the absence of other instructions from the Manager on Duty.

- a) Unless specifically stated in this policy or instructed by the **MOD**, all personnel are to remain in their area of responsibility until the Code Green is announced.
- b) Do not approach the escape site or leave a secured area unless absolutely necessary and apparently safe to do so.
- c) Individuals with hand held radios should inform other staff without radios of the Code Red.
- d) Individuals without hand held radios should pair up with those with a radio.

6. CAPTURE EQUIPMENT: A variety of capture equipment that is routinely used in veterinary operations (i.e. nets, gloves, ropes, lariats, etc.) will be maintained at the Zoo veterinary clinic and other main buildings of the Zoo. Capture equipment routinely used by animal managers and staff will be maintained in their areas. If special equipment is needed, it is the responsibility of the **MOD** to make this equipment available or to arrange with other staff, through the chain of command, to have equipment moved to a site. Immobilizing equipment (DARTS/DRUGS) will be maintained at the veterinary clinic and in the Assistant Directors office under supervision of the Veterinarian.

7. IMMOBILIZATION FOR RECAPTURE: In the event of an animal immobilization, it will be the responsibility of the Veterinarian to have immobilization equipment and emergency immobilization doses ready (located in the SAFE at the Assistant Directors Office-SAFE CODE on the side of the SAFE. Chemical immobilization will be the responsibility of the Veterinarian and designated animal staff. Staff members may be designated by the Veterinarian to fire a dart projectile if it is advantageous to use trained staff in this capacity. It is the responsibility of the Veterinarian to insure safe use and handling of all chemical immobilization agents and all chemical delivery equipment. IF VETERINARIAN NOT ON SITE THEY WILL BE CALLED IMMEDIATELY BY ADMINISTRATIVE STAFF MEMBERS. (309-230-8073)

8. ANIMAL ESCAPE DURING A LATE-NIGHT EVENT: If an animal escapes during a late-night event, the Manager on Duty for the event will be take charge of the situation and most Senior Keeper working the event will be on the Dart team until other staff can arrive to assist in the recapture; if time allows. The **MOD** will contact designated back up staff and direct the Animal Emergency Response Plan.

9. INVESTIGATION: Immediately following an incident which requires the activation of an animal recapture plan or following any other escape situation (if so requested) all personnel involved in the incident may be requested by the Director to make a written statement. This statement may include what they observed and how effective the procedure was from their perspective along with photos of the escape areas. Within one week of the incident, if a written investigation is requested, the appropriate management staff will review the information and make written recommendations.

Dart Response Team

Management

Lee Jackson 309.948.3520/563.451.0631
 Tammy Schmidt 314.322.2665
 Joel Vanderbush 309.732.6722
 Scott Hesselberg 309.428.3209
 Hannah Stockton 309.798.3473
 Scarlet Behrens 309.798.8214

Vet Staff

Dr. Lauren Hughes 309.230.8073
 Melanie Sailer, Vet Tech

All Full Time Zoo Keepers

Other Considerations:

- Staff tracking the escaped animal by foot or vehicle should stay a minimum of 50 yards away (a bit closer if this distance interferes with a clear view of the animal) so the fight response is not catalyzed. The recapture team should close this distance calmly and indirectly in order to maximize success of recapture.
- We cannot require guests to stay on Zoo grounds if they insist on leaving, however we direct them to a secure building and not the exit gate because our current gate design allows for only one person to pass through at a time. Attempt to keep guests calm to avoid a high stress situation at the exit gate. Guests may also be directed through the administration offices and out the side door.
- As you shelter guests in to safe space monitor the pathways at the door of the safe building to bring more guests in to safety.
- In the event a dangerous animal enters the wooded area a perimeter will be set up around the area by vehicles. No staff should follow the animal into the wooded area without Coal Valley PD or Sheriffs support.
- Trained staff only will work on obtaining the dart/drug equipment as applicable. The administrative staff will be calling the Veterinarian once the emergency has been initiated.
- After the incident is concluded the Director or MOD will alert Jeff Craver (309.737.0853) of the incident and if necessary FAQs will be prepared by the Director, Assistant Director, or an assigned designate for any media that is generated. ONLY senior staff will address any media inquiries.

CODE ADAM - Lost Child/Adult Protocol

The proper code to use when finding and reporting a lost child/adult is CODE ADAM.

If a child appears lost within the zoo, there are several important steps to follow.

The staff member who finds the lost child should:

- Introduce yourself, point to your uniform and name tag, let the child know you work at the Zoo
- Ask the child's name
- Notify Manager/Staff over the radio by saying, "We have a Code Adam-lost adult" 3 times.
- Manager on Duty (MOD) should be notified immediately and ENTIRE STAFF mobilizes to begin the search for the parent/guardian.
- The staff member will be expected to remain with the child until the MOD arrives. Staff member should alleviate the child's fears by talking about the animals they saw at the Zoo.
- Staff should not take the child/children anywhere by themselves.
- The team member should immediately radio for another adult to join them so that two staff members are present at all times.
- Other Staff members should monitor all entry and egress points.

If an ADULT reports a missing child within the Zoo, there are several important steps to follow:

- Obtain a detailed description of the child and what they are wearing.
- The staff member should notify Manager/Staff over the radio by saying, "We have a Code Adam-lost child" 3 times.
- Communicate a complete description over the radio.
- Once the MOD or the front office receives the call, a ten-minute countdown begins before law enforcement is notified.
- As designated staff monitor points of egress, other staff begin looking for the child.
- If the child is found and appears to have been lost and unharmed, the child is reunited with the searching parent or guardian. Manager on Duty will ensure proper identity of parent and child.
- If the child is found accompanied by someone other than a parent or legal guardian, reasonable efforts to delay their departure will be used without putting the child, staff, or visitors at risk. Law enforcement will be notified and given details about the person accompanying the child.
- The Code Adam will be given a Code Green after the child and adult is reunited or law enforcement arrives.

Giving a complete description

Details are extremely important when locating lost children, and it is important to clearly communicate the following:

- Ethnicity (Hispanic, African American, Asian American, Native American, etc.)
- Gender (male or female)
- Age
- First Name **(do not broadcast Last Name)**
- Weight
- Height
- Hair color
- Clothing (hat, shirt, skirt/dress, pants/shorts, coat/jacket/sweater, eye glasses, shoes, etc.), with a detailed description of color and pattern of clothing, and any other distinguishing features
- **Note:** If a child has been taken by someone, the perpetrator may change the appearance of the child by bringing clothes or cutting hair, **but they do not normally bring a change of shoes.**

Gathering Information

Obtain more details of the separation from the adult or child:

- Where was the child or parent last seen (near what animal/location)?
- What was the child or adult wearing?
- How long have they been separated?
- Are there medical/behavioral conditions that Staff/Manager needs to be aware of for the child?
- Are there any people other people that your child knows he/she would willingly go with?
 - If the child is found with another family member who refuses to surrender the child to the appropriate adult, the police will be called immediately.
 - This will be determined by the Manager on Duty to call the police and the police will then proceed for the safety of the child.

Getting Help

- Get help quickly and efficiently by radio, telephone, or in person. If the parent/guardian is reporting a missing child, clearly state “We have a Code Adam (lost child or lost adult)” over the radio 3 times.
- Monitor points of entry and egress.
- Manager on Duty will request or direct available staff to locations requiring coverage.
- In accordance with the Code Adam protocol, the Police Department will be notified if the child is not located within (10) minutes.

Securing Egress Points

Securing an egress point during a Lost Child incident means that someone is at that location observing the flow of traffic out of the Zoo.

- Staff arriving to cover points of egress shall announce that the area has been secured—for example, “*this is Scott, gate 2 is secured*”—which will keep other staff from heading to those areas.
- Staff securing egress points shall stay at their location until the emergency is called All-Clear.
- Staff members should check all guest restrooms immediately.
- The responsible Staff Members should be defined during the code by the Manager on Duty
- A Manager will request or direct available staff to check all restroom locations.
- Check parking lots and play areas.
- Any available mobilized unit should begin a tour of the parking area and the service road, clearing areas and announcing them as clear.
- If the parent or guardian is with Zoo staff, Staff/Manager will pick the parent/guardian up and take them to the main exit area to watch for the child.
- The driver will stay with the parent/guardian; this will enable staff to quickly transport the parent to the child when the child is found.
- Manager on Duty will request or direct available staff to locations requiring coverage.

REMINDER:

- *NEVER TRANSMIT LAST NAMES OVER THE TWO-WAY RADIO*
- *NEVER BE ALONE WITH THE CHILD*
- *NEVER OFFER FOOD OR DRINK TO THE CHILD*
- *NEVER PICK UP OR CARRY THE CHILD*
- *ONLY MOD MAY RELEASE A CHILD TO A PARENT OR GUARDIAN AND CALL A CODE GREEN*

Severe Weather

Niabi Zoo will be affected by weather that may include; high winds (derecho event), tornadoes, thunderstorms/lightning, hail and snowstorms. The staff will monitor weather events and follow any changing events that will directly or indirectly impact the operation and safety of the zoo. The administration offices have two weather radios that automatically begin sending out an up to the minute weather alert. Many staff may also receive a weather warning on their personal cellular phones. Once that alert is broadcast a Manager on Duty (MOD) or other managers or staff will alert the rest of the staff/volunteers/guests via two-way radio.

Severe weather is defined as any weather condition, which can pose a threat to life or property. These threats include thunderstorms, tornadoes, derecho windstorms, snowstorms, lightning, and hail. In the event of severe weather conditions, MOD should broadcast an alert and closely monitor the weather.

When placed under a storm watch like a tornado or thunderstorm, MOD or other managers/staff should broadcast a warning, "Severe Weather," on the two-way radio as a precaution. MOD should closely monitor the weather and continuously update all areas of changing conditions using the following definitions:

- **Severe Thunderstorm Watch** means severe thunderstorms are possible in the area. Remain alert for approaching storms and continue to monitor radio updates. Animal department will begin process of shifting animals inside buildings where appropriate.
- **Severe Thunderstorm Warning** means severe thunderstorms are coming to the area or are indicated by weather radar. Severe thunderstorms may bring damaging winds, flooding rains, hail, and lightning.
- **Tornado Watch** means that tornados are possible, but there is no immediate danger. It is important to remain alert for approaching storms. Tornadoes occasionally develop in areas where a severe thunderstorm warning is in effect. MOD/other managers will closely monitor the weather and continuously update all areas of changing conditions. Staff must remain alert to signs of an approaching tornado and seek shelter if the skies become threatening. Animal department will begin process of shifting animals inside buildings where appropriate.
- **Tornado Warning** means a tornado has been sighted or indicated by weather radar. Danger exists in these situations, and staff members should move to a safe place. All animals where appropriate will be shifted inside immediately with efficiency and safety for humans and animals top of mind.

Severe Weather Response

Staff

- Once a Severe Weather tornado warning is announced over the radio and PA system, all routine radio traffic should cease in order to keep the radio free for the MOD/other managers. Only relevant radio transmissions should be aired. Transmissions must be kept brief and to the point.
- All staff should seek shelter in designated areas or safe zones. Employees are encouraged to exercise good judgment in seeking shelter.
- All staff should seek areas away from outside doors, windows, etc. Center hallways—and in some cases, restrooms—will provide a safe environment. Seeking shelter in furnace rooms, rooms with electrical panels, or rooms where hazardous materials are stored is discouraged.
- Employees assigned to work in non-permanent structures such as train, carousel, animal attendants should seek safe shelter in the closest designated safe building after closing up work area.
- Animal Care Staff will begin shifting animals inside of buildings as appropriate as safety and efficiently as possible.

- Report any damage to MOD & Maintenance Staff as soon as possible.
- Lightning - Stay away from any large trees or metal objects if lightning is present. Lightning poses one of the greatest thunderstorm risks.
 - In the event of lightning, all rides and feeding areas will be closed temporarily until the MOD gives the Code Green.

Guests

- All guests will be encouraged to seek shelter in designated areas or safe zones.
- When special-needs groups are on the grounds, MOD/other managers must be alerted to their needs in the event of dangerous weather and assist them to a designated shelter.
- If program participants or special guests are on grounds, staff should immediately escort these guests to the nearest safe shelter or building.

Manager on Duty (MOD) Response

- The MOD must announce themselves and immediately proceed to high traffic guest areas to assist with coordinating the movement of guests and staff to the nearest designated shelter.
- The MOD should give regular updates to the rest of the staff on the status of dangerous weather. Only the MOD may make the CODE Green/All Clear call when it is safe to do so.
- The MOD is responsible for convening all responding staff immediately following the Severe Weather resolution to review and evaluate the event and response process, make any recommendations for improvement, and evaluate staff members' performance as a learning tool.

Guest Experience/Policies

In our zoo, we purposefully use the term "guest" rather than "customer" to underscore our commitment to providing a welcoming and enjoyable experience. This intentional choice reflects our dedication to hospitality and emphasizes the positive engagement of visitors within the zoo. Unlike the transactional nature associated with the term "customer," referring to individuals as "guests" aligns with our goal of creating an environment where everyone feels warmly welcomed and engaged. This terminology, embedded in our staff handbook, reinforces the importance of prioritizing the overall experience of our visitors, in line with our mission to provide a memorable and enjoyable visit to our zoo.

Creating a Positive Guest Experience

We must always remember that guests come to the Zoo to enjoy themselves, learn, and be inspired. Interactions with staff play a big role in the guest experience. Therefore, we seek to create a positive experience by:

- Being passionate about your own experience.
- Recognizing the difference between HAVE to work vs. GET to work. You don't HAVE to work at the Zoo, you GET to work at the Zoo. When you wake up, you should think, I GET to go to work at the Zoo today!
- Valuing the guest's experience and try to make it better.
- Adaptability. Every customer is different, and some guest needs may even seem to change week-to-week. You should be able to handle surprises, **sense the customer's mood and adapt** accordingly. This also includes a willingness to learn – providing good customer service is a continuous learning process.

Service Values

Employees will adhere to the Niabi Zoo's Service Values by delivering extraordinary guest service and embodying the "We are Niabi Zoo" guest service philosophy. All guests must feel genuinely welcomed and appreciated for their business. Staff will anticipate guests' needs by identifying expectations and working to meet or exceed those needs.

The following are the Zoo's Service Values:

"We are Niabi Zoo"

1. My guest is my first priority – **I am Responsible**
2. I greet every guest with a smile – **I am Approachable**
3. I anticipate my guest's needs – **I am Attentive**

4. I own and do my best to resolve my guest's problems – **I am Reliable**
5. I am proud of my professional appearance, language, and behavior – **I am Respectful**
6. I seek opportunities to innovate and improve my guest's experience – **I am a Problem-Solver**
7. I assist in providing a safe, clean, and secure environment for guests and employees – **I am Confident**

Service Standards

To achieve the Zoo's Service Values, the following Service Standards have been developed for service excellence. These Service Standards ensure that guests receive the best Zoo experience and feel appreciated for selecting the Zoo to spend their time and money.

1. Guests are welcomed and greeted in a friendly and comforting manner.
2. Guests are genuinely thanked for their business and for waiting in line.
3. Guests are guaranteed to receive high-quality services.
4. Employees are given the training and knowledge necessary to competently and confidently serve guests.
5. Employees strive to delight guests through uncompromising courtesy, cleanliness, and positive performance.
6. Guest needs are anticipated and handled proactively.
7. Employees are aware of the zoo grounds and can help answer basic questions such as, where is the nearest restroom.
8. Employees act with a sense of urgency, understanding that the Zoo's guests might have time constraints and are usually with children.
9. Procedures allow guests to easily contact staff with concerns, complaints, questions, or suggestions.
10. Ensuring a polished and professional appearance is not just about adhering to a dress code; it reflects Niabi Zoo's brand and contributes to your credibility, building trust, and making a lasting impression.
11. Employees offer full attention while conversing with guests and a calm demeanor when encountering disgruntled customers.
12. Employees are mindful that the language and delivery of established policies must be positive, acknowledging the importance of flexibility to accommodate unique situations and proactively offering options or alternative solutions when necessary.

How to Deal with Challenges

1. **Don't take it personally** - Likely, what the guest is upset about is not your fault. Don't take it personally. Rather, empathize and think of it like a puzzle you can help them to solve.
2. **Use active listening** - Listen to the guest to truly understand what they are upset about, and what the root cause is. Ask follow up questions and repeat back to the guest what you understand the problem to be.
3. **Sympathize** - Be sympathetic to your guest's situation by being kind, patient, and genuine. Say, "I really do appreciate your concern."
4. **Smile when you talk (over the phone)** - As you talk to the upset guest over the phone. It makes your tone of voice friendly and confident. If smiling is not appropriate for the situation, still be sympathetic, friendly and helpful.
5. **Apologize appropriately** - Always apologize to the upset guest. However, make sure you know what you are apologizing for. Understand their grievance, then apologize for negative experience they are having.
6. **Be honest** - As you sympathize and apologize, never over promise or lie about what you can or cannot do. Be honest and transparent about the problem and how you can help.
7. **Offer a solution** - Always offer a solution to the problem. Even if you can't fix the exact issue, you can offer a next step toward the solution - such as calling them personally when the issue is resolved. Stumped what the solution is? Ask them how they would like to see the problem resolved. You can go up the chain of command to find a solution by saying, "I will do my best to find the right person to help you with that."
8. **Use positive language** - One of the most powerful ways to deal with upset guests is using positive language. Instead of saying, "I don't know that information." Try, "Let me find that information and get back with you."

9. **Take action and follow up** - When dealing with upset guests, it is very important to follow through on what you say you will do. For example, if you tell your guest you need to speak with a colleague for help resolving the problem, be timely about calling them back. Be the guest's champion, and they'll be a guest for life.
10. **Use feedback to improve** - Lastly, learn from the situation. Use the challenging situation to understand the root of the problem and fix it to prevent it from happening again.

Guest Policies

Please be aware that Niabi Zoo has established the following guest policies in order to ensure all guests and animals are safe. If you observe a guest in violation of these policies, you may speak to the guest in a respectful manner or report the violation to a member of Zoo Management or Zoo Administration.

- Pets are not allowed in the Zoo.
- Service animals are permitted but cannot enter domestic animal area, giraffe feeding deck, guinea pig feeding area, the viewing area around the Cat House, nor on the train or carousel.
- Alcoholic beverages are not permitted on Zoo grounds (unless at approved events).
- Glass containers are not permitted.
- Disposable straws are not permitted.
- Smoking/vaping/e-cigarettes/cannabis is not permitted on Zoo grounds.
- Laser pointers and other visual devices to entice/antagonize animals are not permitted.
- Balloons are not permitted anywhere on Zoo grounds.
- Skateboards, roller blades, foot scooters, etc., are not permitted.
- Climbing on barriers, walls, trees, or walking through flower beds is not allowed.
- Only food supplied by staff or from animal dispensers at the Koi Pond and Domestic Animal Area may be fed to designated animals in those areas.
- For feeding experiences, only food provided by Zoo staff will be allowed.
- Guests listening to a music/electronic device must wear earphones.
- Clothing and footwear must be worn at all times.
- Commercial photography is not permitted without prior permission from Zoo Administration (form available in Administration).
- Remote control/motorized devices such as drones, toys, etc. are not permitted.

Property Protection – Staff will be vigilant and communicate immediate concerns regarding loss and/or damage of Zoo property to a supervisor/MOD. The Manager will provide direction on how to proceed.

Violence Free Facility

- Profane language will not be tolerated
- The use of verbal or physical violence is prohibited.
- The possession or use of dangerous weapons (guns, hunting knives, explosives, etc.) on Zoo property is prohibited.
- If any of these actions are observed, contact MOD immediately.

Lost and Found

The Zoo's lost and found is located in the main Gift Shop. All items found by staff need to be taken there and placed into the hands of a Gift Shop staff. The location of where the item was found must also be given to the staff. Guests will be referred to the Gift Shop to identify and reclaim their lost item. After 2 months, all items will be donated or discarded.

Maps

Guests can request a printed map or view a digital Zoo map or the billboard maps next to the Wild Things Gift Shop and Carousel. To access our digital Zoo map, guests can use their camera feature on their smart phone to scan a QR Code at Admissions. Guests can also download our map at <https://www.niabiZoo.com/plan-your-visit/park-map/>

Family Needs

There is a family restroom available in the Discovery Center hallway to accommodate family needs such as breastfeeding, diaper changing, toddler use with parent, etc. A chair and power outlet is available in the family restroom. Diaper changing stations are available in the Discovery Center and Wolf's Paw Concession restrooms.

Universal Changing Accommodation Kit

When guests request an accommodation to change adults/children with special needs, Niabi Zoo provides a universal changing kit. The kit includes a cot, pads for the cot, hand sanitizer, sanitizing wipes, and latex gloves. It is located behind the door to the staff hallway outside the Discovery Center Gallery. The cot can be used in the men's and women's restrooms in the Discovery Center only. A staff member must stand outside the Discovery Center bathroom while this kit is being used to permit privacy for the guests.

Inclusion

Niabi continues to pursue ways to impassion each of our guests to not only learn but take action to help preserves species and habitats. This includes connecting a diverse audience (cultural, socioeconomic, gender identity, neurosensory, etc.) to animals and nature in a way that is relevant, respectful and sensitive to their needs. To do so, Niabi seeks to utilize proven practices and programs such as KultureCity as so many other zoos have done to create a safe, nurturing space where children and adults with sensory needs can more fully enjoy the Zoo's amenities.

Challenges with sensory regulation, or sensory needs, are often experienced by individuals with autism, dementia, PTSD and other similar conditions. One of the major barriers for these individuals is sensitivity to overstimulation and noise, which can certainly occur in a place like the Zoo.

Combining training, sensory bags, and signage, the program helps ensure that all guests are accepted and included regardless of the day or event they are attending. This program helps provide the best guest experience for those with sensory needs, ensuring that everyone can attend and have fun.

All staff will be trained on sensory inclusivity so as to be prepared to better serve our guests, regardless of their sensory needs. Training will be included in Orientation. You will simply need to enter your name and email address to start the training at: <https://training.kulturecity.org/venues/niabi-zoo>. When finished, you will take a 10 question quiz that you will need to pass with 80%. You will receive a certificate of completion that you will need to email to jvanderbush@niabizoo.com. See Training Overview on page 42 of this handbook.

Mechanical Needs

The Zoo does not provide mechanical services for vehicles (jump start dead batteries, flat tires, locked keys in vehicle, etc.) nor for strollers, wheelchairs, mobile carts (these items are available for rent). If guests require mechanical needs, they must contact local service providers (lock smiths, roadside assistance, etc.).

Service Animal Policy

Niabi Zoo permits the use of service animals to provide assistance to people with disabilities in order to participate in experiences at the Zoo wherein so they are able. In compliance with ADA policies, service animals include a dog or miniature horse that have been individually trained to do work or perform tasks for and directly related to the person's disability.

Niabi Zoo does allow admission of emotional support and therapy animals (dog/miniature horse only). These terms are used to describe animals that provide a supportive service for a person.

In situations where it is not obvious that the dog/miniature horse is a service or support animal, staff may ask only two specific questions:

- (1) Is the dog/miniature horse a service animal that is required because of a disability?
- (2) What work or task has the dog/miniature horse been trained to perform?

Staff are not allowed to request any documentation for the dog/miniature horse, require that the dog/miniature horse demonstrate its task, or inquire about the nature of the person's disability.

Service animals are not permitted to enter the following areas:

- (1) Rides (Train, Carousel)
- (2) Domestic Animals
- (3) Guinea Pig Feeding Area
- (4) Education programs where live animals are utilized (must maintain 25 ft. distance)
- (5) Viewing areas around the Cat House
- (6) Any area where the animal is causing disruption and is deemed out of control.

If a service animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken (for indoor areas), staff may request that the animal be removed from the premises.

As per ADA policy, ***at a Zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated.*** They cannot be restricted from other areas of the Zoo.

If a guest arrives at the Admission Booth with a service animal:

- The guest may be asked the 2 permissible questions (noted above).
- Be sure to inform the guest of the areas that service animals are not permitted to go.
- Radio the Zoo staff to inform them that a service animal is on Zoo grounds and the guest has been informed of restricted areas.

Communication Policy

Telephone use

Niabi Zoo telephones are for **official Zoo business only** and will be used in a professional manner.

- Abusive, threatening or obscene phone calls are strictly prohibited.
- If a guest calling on the telephone is abusive, threatening or obscene with you, say “I appreciate your concern. Let me get a Zoo manager to help you with that.” Place them on hold and ask for a manager to complete the call.
- Unless an emergency, making personal phone calls using Zoo phones during work hours is discouraged.
- The Zoo’s internal telephone system allows you to call other stations within the system using the corresponding name to a corresponding number. ex; Ticket Booth is Extension 240. See the laminated card by each phone.

You represent the Niabi Zoo at all times while working, including during phone calls. Courteous telephone calls can greatly enhance the Niabi Zoo image. Please adhere to the following:

- Treat every phone call as if it were extremely important—because it is!
- Answer calls and return messages promptly.
- Use proper identification and greeting - “Thank you for calling the Niabi Zoo, this is Jane, how may I help you?”
- Give your undivided attention to each call.
- Avoid unnecessarily long conversations.
- Treat the telephone as a tool to get the guests questions answered and to get your job done.

Messages/Voicemail:

- Some phones within the Zoo have voicemail capabilities. See the Voicemail Instructions for details.
- When taking a message from a guest, please record all pertinent contact information and the reason for the message.

Cell Phones: Only the following staff are approved to carry a cell phone on-grounds:

- Zoo Management
- Designated Zoo Keepers
- Designated Maintenance Staff
- Designated Conservation Educators

Personal Cell Phones

- Staff are NOT permitted to carry or use their personal cell phone or AirPods/headphones when on duty.
- Use of cell phones during business hours is strictly prohibited unless issued by the Niabi Zoo.

- Personal cell phones may be used at break, lunch, and before or after working hours.
- No phone calls will be made or accepted in view of the public – even during lunch/break. Move to a non-public area for phone calls.
- **Absolutely no texting or social media is allowed** except during break, lunch, and before or after working hours in non-public areas.
- Abuse of this policy will result in disciplinary action which may include termination.

Email Etiquette

As electronic communication is one of the primary ways to communicate with the public, especially those we consider clients, keep the following in mind to maintain professionalism.

1. Include a clear, direct subject line.
2. Think twice before hitting 'reply all' if not everyone needs to see your response.
3. Use professional salutations.
4. Include a signature block that includes your name, department, email, phone, and the Zoo mission statement: "At Niabi Zoo, we are working today to assure a better tomorrow for all living things."
5. Double-check that you've selected the correct recipient.
6. Reply to your emails as soon as possible. If you cannot complete the request immediately, still respond and let them know a time frame to expect completion.
7. Be cautious with humor and sarcasm as it can often be misconstrued.
8. Be mindful of your tone - avoid being abrupt, refrain from using negative words, use professional language, say "please" and "thank you."
9. Proofread every message before sending it.
10. Nothing is confidential, so write accordingly.

Radio Use

The majority of seasonal staff are assigned two-way radios when working out on Zoo grounds. Staff within buildings, the Ticket booths, Gift Shop, and Educators will have a radio on hand and on at all times. Remember anyone near a radio can hear what is being said, including Zoo guests.

- Turn on radio as soon as the shift begins and turn off the radio at the end of the last shift of the day.
- No inappropriate language, unprofessional comments, music, or practical jokes are ever tolerated.
- All radio communications should be short and concise as possible following correct radio protocol.
- To make a radio call, identify your area, then the area you are calling. For example, "Education to Biodiversity" is when an Educator is calling a Keeper in the Biodiversity area.
- See list for radio call codes

Media Policy

If you are approached, for any Zoo matter by a Media Representative: newspaper, TV reporter, etc., you are not allowed to comment. Please tell the person "I have no comment on that but you are welcome to speak with a manager." and refer them to a Zoo management. Please remember that you represent the Niabi Zoo, and speak in a positive and professional manner.

Social Media Policy

As you may document your interactions with Niabi Zoo, please remember:

- You may have access to privileged information.
- You may not disclose non-public matters relating to the Zoo.
- Your comments must not injure the reputation or business of the Zoo.
- You may not provide customer service related answers to questions of guests on social media. Zoo Management will handle these.
- Please do not communicate with or identify individual Zoo staff through the Zoo's social media pages.
- You may not publish information on animal health, animal behaviors, sponsorships, donations, visitor interactions, and scientific research produced here.
- Publication of photographs or video taken in any "behind-the-scenes" area is not permitted without prior authorization from Zoo Administration.
- You are not authorized to use Zoo trademarks, logos, or to reproduce Zoo materials.

Niabi Zoo may request that you suspend your website, blog, or other social media activity if we believe that this action is necessary or advisable per Administration. Failure to follow this policy may result in disciplinary action up to and including termination.

Suggestion box - ESP

Niabi Zoo's employee suggestion program (ESP) encourages all employees to offer suggestions that improve the performance and quality of their work experience while achieving Niabi Zoo's objectives. Suggestions that identify specific problems and propose suitable solutions to enhance the efficiency and effectiveness through increased productivity, reduced costs, improved and safer working conditions, conservation of resources, and enhanced public services are considered.

Management will review suggestions on a monthly basis and use the following factors in estimating the value of a suggestion:

- Degree of improvement in operations, forms, facilities or equipment.
- Degree of improvement in employee relations, working conditions, safety and service to customers.
- Completeness of the proposal.
- Effort involved in developing the idea.
- Cost of adoption.

We will announce any suggestions that we plan to implement in the Employee Monthly Newsletter. Employees can find the suggestion box along with the form to fill out in the Administration building breakroom.

Pricing- **Some pricing has been changed for the 2024 season.**

Admission

Parking Fee	Onsite	Online		Experiences	Onsite	Online
Automobile	\$5.00	\$4.00		Train	\$4.75	\$3.75
Bus/RV	\$15.00	\$12.00		Carousel	\$4.50	\$3.50
General Admission	Onsite	Online		Guinea Pig Experience	\$5.00	n/a
Adult (ages 13-61)	\$9.00	\$7.00		Koi Pond Food	\$2.00	\$1.00
Military	\$6.00	n/a		Domestic Animal Food	\$2.00	\$1.00
Senior (ages 62+)	\$8.00	\$6.00				
Child (ages 3-12)	\$6.50	\$4.50		Rentals		
Children 2 and under	Free	Free		Wheelchair	\$10.00	
				Electric Scooter	\$25.00	
Discounted Admission	Onsite	Online		Scooter Pal	\$5.00 actv	\$0.35/min
Reciprocal Adult	\$3.50	n/a		Single Stroller	\$8.00	
Reciprocal Senior	\$3.00	n/a		Double Stroller	\$10.00	
Reciprocal Child	\$2.25	n/a				
Zooseum Guests (after 5 guests)						
Adult (ages 13-61)	\$6.00	n/a				
Senior (ages 62+)	\$5.00	n/a				
Child (ages 3-12)	\$3.50	n/a				

Experiences

Rides: Available 10am-4:30pm

Train Ride: *Front gates, kindly inquire whether the guest has purchased any tickets online, so that you may exchange them for the smaller ones.*

- Tickets are required for ages 1 and up
- Purchase on-line, at admission booths, and gift shop

- Age limit to ride alone is 10 years and older
- For loading riders in wheelchairs, radio maintenance for assistance.
- Service animals are not permitted, but it is ADA-compliant (2 wheelchairs)
- May not be able to accommodate plus-size or motorized wheelchairs

Carousel Ride: *Front gates, kindly inquire whether the guest has purchased any tickets online so that you may exchange them for the smaller ones.*

- Tickets are required for any guest riding. However, if necessary, one parent can stand beside the child without a ticket for safety reasons.
- Purchase on-line, at admission booths, and gift shop
- Service animals are not permitted, but it is ADA-compliant (1 wheelchair)
- May not be able to accommodate plus-size

Scooter Pals:

- Driver must be at least 16 years of age w/valid driver's license
- Two riders are allowed when following rider guidelines of two adults (16 or older) or one adult and one child. All riders must be more than 36 inches in height.
- Equipment shall be returned to the Gift Shop
- ScooterPals are first come, first serve
- A \$5 initial fee to start the ride and then \$.35 per minute until the Scooterpal is returned.
- A \$50 temporary credit pre-authorization will be placed with the reservation.

Animal Feedings

Guinea Pig Feeding: 40 tickets per day

- **Time:** 10:00-2:00pm (weather/temperature dependent)
- Everyone needs a ticket to enter the feeding area. Age 10 and under need to have an adult with them – an adult does not require a ticket to enter and does not receive food.
- Service animals are not permitted

Koi Feeding: *Admissions, kindly inquire whether the guest has purchased this item online so that you may give them the food bag.*

- Purchase on-line, at admission booths, and gift shop where bag(s) of food will be picked up.

Domestic Animal Feeding: *Admissions, kindly inquire whether the guest has purchased this item online so that you may give them the food bag.*

- **Time:** 10:30-4:00pm
- Purchase on-line, at admission booths, and gift shop where bag(s) of food will be picked up.
- Service animals are not permitted

Membership (able to purchase tickets online)

Basic Membership Packages

- **Individual = \$50** (1 Adult)
- **Single Family = \$70** (1 Adult & 4 Children under the same household)
- **Family = \$80** (2 Adults & 4 Children under the same household)
- **Zoo Booster = \$255** (2 Adults & 4 Children under the same household) + onetime 5 guest passes.

Premium Membership Packages (All premium packages include one free guest for each visit)

- **Individual-\$70** (1 Adult) + onetime distribute of 2 Train & 2 Carousel passes.
- **Single Family-\$90** (1 Adult & 4 Children under the same household) + onetime 3 Train & 3 Carousel passes.
- **Family-\$115** (2 Adults & 4 Children under the same household) + onetime 4 Train & 4 Carousel passes.

- **Zoo Benefactor-\$505** (2 Adults & 4 Children under the same household) + onetime 4 Train, 4 Carousel and 5 guest passes.

*Additional children- When entering the Zoo with a named adult on a membership they will receive 50% off the current admission rate.

Funbundle Joint Membership (able to purchase tickets online)-

- **FunBundle** - \$234 (2 adults & 4 children)
 - Includes QC Botanical Center, Niabi Zoo, Putnam Museum
- **FunBundle Plus** - \$300 (2 adults & 4 children)
 - Includes QC Botanical Center, Niabi, Putnam (Plus tickets to events at each of the organizations for the parents - see brochure)
- **Member Add-Ons**
 - Guest/Caregiver (\$50 each)
 - Additional children (\$15 per child in the household)

Zooseum Season Pass (are not able to purchase tickets online) THIS IS NOT A MEMBERSHIP

Summer pass for the Family Museum and the Niabi Zoo. This 6 month pass allows up to 5 people general admission to both venues from April through October. Passes can be purchased at the Family Museum or online.

- Pass will be good April – October
- Price is \$125
- Up to 5 people in one party may use the pass at a time
- Parties with more than 5 people will be charged the group rate for any additional guests
- Pass may not be used for admission to special events
- Must pay parking

Library Membership (are not able to purchase discounted ride/feeding tickets online)

- Up to 2 adults and 4 children
- Must present Niabi Zoo Library Membership card
- Does not pay parking
- Receives all “member discounts”

Reciprocal Membership (are not able to purchase discounted ride/feeding tickets online)

Niabi Zoo reciprocates with over 50 other zoos.

- Reciprocal Zoo Members either get free or 50% off our admission prices. Please see updated reciprocal list.
- Up to 2 adults and 4 children on the membership card
- Guest must show their membership card and ID
- Does not pay parking
- Do not receive any other “member discounts”

Adoption Program

Adopt Packages (check out the form for a list of adoptable animals)

- **Basic = \$50** (Fact Sheet, Photo, Animal magnet, special keeper chat QR code & Online Adopt board recognition)
- **Premium = \$150** (Fact Sheet, Photo, Animal magnet, special keeper chat QR code, Online Adopt board recognition, plush animal, two train tickets, and an entry into our year-end drawing for a chance to win a unique piece of animal art)

Group Booking

Field Trips: On-line registration only

- **Illinois School** – public, private, or a head start/preschool *associated with a school*
 - *Participants:* at least 20 students
 - *Student* admission is **no charge** as per the IL Forest Preserve/Zoological Park Act.

- *Teacher* admission is **no charge**
- *Chaperone* admission is at a **reduced rate of \$7.50** per person if purchased within the group reservation
- *Bus Parking* = \$12 and the bus must be parked in the Bus Lot.
- **Out of State School** - public, private, or a head start/preschool *associated with a school*
 - *Participants*: at least 20 students
 - *Student* admission is **\$6.00 each**
 - *Teacher* admission is **no charge**
 - *Chaperone* admission is at a **reduced rate of \$7.50** per person if purchased within the group reservation
 - *Bus Parking* = \$12 and the bus must be parked in the Bus Lot.
- **Youth Group** - private preschool, homeschool group, daycare, camp, scout group, or other youth group
 - *Participants*: at least 20 students
 - *Student* admission is **\$6.00 each**
 - *Teacher* admission is **no charge**
 - *Chaperone* admission is at a **reduced rate of \$7.50** per person if purchased within the group reservation
 - *Bus Parking* = \$12 and the bus must be parked in the Bus Lot.
- **Adult Group** – Senior citizens, adult special needs, etc.
 - *Participants*: at least 20
 - *Adult participant* is \$6.00
 - *Chaperone* admission is at a reduced rate of \$7.50 per person if purchased within the group reservation
 - *Bus Parking* = \$12 and the bus must be parked in the Bus Lot.

Parties:

Available year round. Balloons are not permitted at any time on Zoo grounds.

- **Bronze Package (\$250):**
 - Admission to the Zoo for up to 10 guests (children and adults)
 - 90 minute reservation of the Eagle Deck
 - 5 parking passes
 - Special message from our snow leopards
- **Silver Package (\$300):**
 - Admission to the Zoo for up to 15 guests (children and adults)
 - 90 minute rental of the Education Classroom (inside) or Eagle Deck (outside)
 - 15 train OR 15 carousel tickets
 - 5 parking passes
 - Special message from our snow leopards
- **Gold Package (\$380):**
 - Admission to the Zoo for up to 15 guests (children and adults)
 - 2 hour rental of the Conservation Classroom (inside)
 - 15 train OR 15 carousel tickets
 - Private themed tour of one Zoo Area (Brilliant Biodiversity, Amazing Adaptations, Radical Reptiles, Cool Cats, African Safari)
 - 5 parking passes
 - Special message from our snow leopards
- **Off-Season Celebration (\$325):**
 - Admission for up to 30 guests (children and adults)
 - 2 hour rental of the Conservation Classroom (inside)
 - Private themed tour of one Zoo Area (Brilliant Biodiversity, Radical Reptiles)
 - parking included
 - Special message from our snow leopards

Education Programs – Learn more at <https://www.niabizoo.com/education/>

- **Virtual Zoo Experience** – Register on-line for individual or group experiences. Fees vary.
- **Zoo2U Outreach Programs** – Register on-line. Scheduled off-grounds as available. Fees vary.
- **Zoo Camps** – Register on-line. Available during Summer. Fees vary.
- **Zoo Classes** – Register on-line. Available in Fall. Fees vary.
- **Dine with the Animals** – Register on-line on a per event basis. Fees vary.
- **Conservation Speaker Events:** May be scheduled as a Brown Bag Lunch (all staff are welcome to attend for free), a speaker presentation, or as a conservation fundraising/speaking event. Pricing varies and fees support Niabi Conservation Fund or conservation organizations.

Stay Informed

Zoo e-mails and texts

Be sure to read emails and texts sent to you from the Zoo and from your supervisor. These may include important instructions, schedules, and inform you of activities and promotions going on at the Zoo. Once you have read the message regarding your position, please respond to your supervisor to let them know you received/read the message.

Employee Monthly Newsletter

Be sure to read the Employee Monthly Newsletter that will be sent by e-mail, a link by text, and posted by each time clock at the beginning of each month. This will keep you informed of any events, exciting animal updates, employee highlights and more!

Website – www.niabizoo.com

Familiarize yourself with the services and programs on the Zoo website as well as how to purchase tickets, how to create a household account, make a donation, find the Zoo map, or register for a class/program/event. This is important in order to be able to refer Zoo guests to these services.

Social Media

Follow what's happening at Niabi Zoo and share our posts.

- Facebook - <https://www.facebook.com/NiabiZoo>
- Twitter - <https://twitter.com/NiabiZoo>
- Instagram - <https://www.instagram.com/niabizoo/>
- Tik Tok - <https://www.tiktok.com/@niabizooofficial>
- Youtube - <https://www.youtube.com/channel/UC2LLYziXiIVOyY9KWFXZgXA>
- LinkedIn – <https://linkedin.com/in/niabi-zoo>