



FRIENDS OF THE ZOO
606 Randall Street, Madison, WI 53715
608.258.9490

HENRY VILAS ZOO
702 Randall Street, Madison, WI 53715
608.266.4732

www.vilas zoo.org

VOLUNTEER & INTERN HANDBOOK



WELCOME

Thank you for agreeing to volunteer or intern for *The Friends of the Zoo* and/or *Henry Vilas Zoo*. We sincerely hope that your volunteer or intern experience with us will be enjoyable and rewarding.

Our volunteers and interns play an extremely important role in providing quality services to the many guests who utilize *The Friends of the Zoo's* and *Henry Vilas Zoo's* services and programs. This Volunteer and Intern Handbook is intended to make clear the policies and procedures related to volunteering or interning at *The Friends of the Zoo* and/or *Henry Vilas Zoo*, and to answer questions you may have regarding how we operate.

If you have any concerns or questions not addressed in this Handbook, please do not hesitate to bring them to our attention.

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THE HENRY VILAS ZOO MISSION

Join with other Zoos to conserve and protect the wonders of the living natural world. Help build understanding between people and animals by promoting conservation and providing a high quality recreational and education experience to our visitors.

THE FRIENDS OF THE ZOO MISSION

The purpose of *The Friends of the Zoo* is to raise funds to promote and support the programs and activities of the HENRY VILAS ZOO. To achieve our purpose, we work in partnership with the Henry Vilas Zoo to:

- ❖ Provide **EDUCATION** about the animal world.
- ❖ Support **CONSERVATION** of animals and their habitat.
- ❖ Enhance quality **RECREATION** and foster community pride.
- ❖ Acquire animals and create and/or improve exhibits.
- ❖ Raise and accept funds to accomplish these endeavors.

STATEMENT OF THE HENRY VILAS ZOO GUIDING PRINCIPLES

- ❖ A shared belief that all animals are entitled to a safe and healthy habitat that enriches their life while encouraging and preserving natural behavior.
- ❖ A commitment to continually improve professionally and provide the very best animal care.
- ❖ A promise to provide knowledge that helps our visitors enjoy, learn about and understand the importance of conserving nature.

STATEMENT OF SHARED VOLUNTEER VALUES

Lead by example:

- ❖ Be guest focused; we listen
- ❖ Be positive - a 'can do' attitude
- ❖ Be enthusiastic - excited - friendly - outgoing
- ❖ Be entrepreneurial - approachable - visionary - creative - curious
- ❖ Be responsible risk takers; seeking, testing and embracing possibilities
- ❖ Seek and accept positive change
- ❖ Be objective - analytical; we seek advice
- ❖ Be timely - fast responders - nimble
- ❖ Be efficient - skilled - reliable - organized; we plan well
- ❖ Act and look professional
- ❖ Act with integrity - responsible stewards
- ❖ **Have fun!**

VOLUNTEER OPPORTUNITIES

Friends of the Zoo

- ❖ Guest Services – Includes Train/Carousel, Face of the Zoo, Henry, Gift Shop Greeter
- ❖ Office Volunteers
- ❖ Event Volunteers
- ❖ Skilled Volunteer Opportunities

Henry Vilas Zoo

- ❖ “Ask Me” Volunteers
- ❖ Education Docents
- ❖ Animal Ambassadors
- ❖ Skilled Volunteer Opportunities

Volunteers are not able to be involved with animal care. In order to meet the high standards of care established by the USDA and AZA only full time professional zoo keepers are permitted to care for our animals.

DEFINITION OF A VOLUNTEER / INTERN

A **volunteer** is anyone who, without compensation beyond reimbursement of approved expenses, performs a task at the direction of, and on behalf of ***The Friends of the Zoo and/or Henry Vilas Zoo*** and its programs. Unless specifically stated, a volunteer is not considered an ‘employee’ of ***The Friends of the Zoo and/or Henry Vilas Zoo***.

An **intern**, whether paid or unpaid, typically fulfills specific tasks that may be related to educational course work, or undertaken in behalf of expanding and enhancing her/his professional skills in order to improve her/his knowledge base and employability. An intern is not considered an ‘employee’ of ***The Friends of the Zoo and/or Henry Vilas Zoo***.

BEFORE YOU START

All regular volunteers will be asked to complete an Application Form that includes personal information about yourself; emergency contact information; personal references and information; and past job and volunteer or interning experience. We will treat this information confidentially and will utilize it only for the purposes of considering you as a ***Friends of the Zoo and/or Henry Vilas Zoo*** volunteer/intern. We want ***The Friends of the Zoo and Henry Vilas Zoo*** to be a safe and secure environment for everyone.

Depending upon the nature of the position, we may require a health or physical screening, a criminal background check, a motor vehicle driving record check or a reference check.

You will be trained and oriented for the position and provided general information about ***The Friends of the Zoo and/or Henry Vilas Zoo*** and its programs, policies and procedures. We may ask you to sign a formal Agreement that spells out the terms and conditions of your relationship to ***The Friends of the Zoo and/or Henry Vilas Zoo***.

ONE ZOO, ONE TEAM

Volunteers and Interns are part of the Henry Vilas Zoo team. Above all, be friendly, courteous and helpful. If you see trash on the grounds, please pick it up. If you see a gate open, close it. Lead by example.

EXPECTATIONS

YOU CAN EXPECT ***THE FRIENDS OF THE ZOO*** AND ***HENRY VILAS ZOO*** TO:

- ❖ Properly and professionally interview you and place you in an appropriate position
- ❖ Provide you with a position description
- ❖ Provide you with instructions for recording your volunteer hours
- ❖ Provide ongoing professional supervision, support and training
- ❖ Treat you with respect and courtesy
- ❖ Keep you informed about matters related to your position
- ❖ Regularly evaluate your performance and provide you with opportunities to make suggestions and present ideas that will improve ***The Friends of the Zoo and Henry Vilas Zoo*** services
- ❖ Provide the following benefits:
 - For regular volunteers: a nametag, a volunteer t-shirt or use of a vest
 - Zoo Bucks
 - Invitations to periodic volunteer social events

WE EXPECT YOU TO:

- ❖ Only accept a position you believe you can perform
- ❖ Work as a team member within the description of the position you accept
- ❖ Accept the guidance and direction of your supervisor
- ❖ Respect confidentiality
- ❖ Refuse gifts or tips from recipients of service
- ❖ Arrive on time for your shift; stay until the end of your shift
- ❖ Bring any concern, problem or grievance to the attention of your supervisor or the volunteer coordinator
- ❖ Notify us in advance if you are unable to fulfill an obligation
- ❖ Be free of drugs and alcohol when working on ***The Friends of the Zoo and/or Henry Vilas Zoo*** projects or on Zoo grounds
- ❖ Accept the **Value Statements** that guide ***The Friends of the Zoo and Henry Vilas Zoo*** services
- ❖ Keep track of your volunteer time by checking in at a pre-determined on-grounds or on-line facility
- ❖ Wear appropriate attire, including your name tag and volunteer shirt. Contact your supervisor or the volunteer coordinator if you need to replace either item.

SERVICE STANDARDS

As a volunteer member of the Henry Vilas Visitor Services staff, you are a valued representative of the Henry Vilas Zoo. Your conduct and actions create an image of the Henry Vilas Zoo. We ask your commitment to ensure that this image remains positive and that your conduct at all times reflects professionalism, courtesy and integrity.

Customer Service Excellence Critical Factors

- Know and understand your job and the zoo
- Be conscientious and attentive
- Be aware of your surroundings
- Be thorough
- Be pleasant - Nothing Beats A Friendly Smile!
- Have a positive attitude
- Have fun, but take a serious view
- See with your guests' eyes
- Maintain a sense of urgency
- Treat guests as you would want to be treated
- Make eye contact
- Greet each guest properly and thank each and every guest.
- Enhance our guests' zoo experience!
- Display proper body language -
- Stand erect and look attentive, be approachable
- Leaning, sitting, placing your feet on walls, and crossing your arms are signs to the guests that you are unapproachable or too tired to be bothered.
- Never ignore a guests' question or concern, even if the question or concern is heard repeatedly. Always answer truthfully and if you do not know the answer or solution, find out. Never tell a guest, "I don't know". Find the help of a manager if necessary.

Depending on where you are posted, you will either be near someone you can ask or you will be able to record your question in a notebook. A monthly email will go out to volunteers with answers to these questions included.

IMPORTANT POLICIES

ZOO RULES AND REGULATIONS

We ask the volunteers to keep an eye out for prohibited activities listed below. If a rule is violated, please alert staff.

- Throwing anything into an animal exhibit, including food
- Taunting and teasing the animals
- Intentional littering
- Bicycles, roller skates, roller blades, mopeds, scooters, skateboards
- Alcohol consumption
- Smoking
- Lids and straws
- Private cook fires and grilling
- Soliciting and propagandizing
- Fireworks
- Pets (excepts service animals)
- Wading and swimming in pools and fountains
- Horns and noisemakers
- Crossing guard rails and barriers
- Removal of live or dead animals or other materials such as eggs, plants, hair, horns, feathers, snake skin or manure.

*If a **visitor drops an item** into an exhibit, please inform someone in the food or gift stands to alert the Zoo staff. A Zoo keeper will retrieve the item. Instruct the visitor to return to the exhibit.

DRUG, ALCOHOL AND SMOKING POLICIES

The Friends of the Zoo and the **Henry Vilas Zoo** are drug and alcohol free environments. Volunteers or interns possessing illegal drugs or alcoholic beverages, or judged by their supervisor to be under the influence of drugs or alcohol, may be suspended or terminated. Smoking is not permitted anywhere on zoo grounds.

FIREARMS AND DANGEROUS WEAPONS

Firearms, knives and other personal weapons are not permitted on Zoo grounds or *The Friends of the Zoo* facilities. You may be suspended or terminated if you have such weapons in your possession.

SAFETY AND SECURITY

We want *The Friends of the Zoo* and **Henry Vilas Zoo** to be a safe and secure environment for people to provide and use services. If you see an unsafe or dangerous situation, notify your supervisor. If your supervisor is not available, notify the staff person closest to where you are working. In the rare event where a staff person is not immediately available to help with a safety or health emergency, dial 911 for help.

Always wear your nametag and identifying shirt when on duty. This indicates you are serving in an official capacity for *The Friends of the Zoo* and/or **Henry Vilas Zoo**.

Be sure to re-lock any doors behind you as you move through secure parts of the Zoo.

We suggest you leave all personal valuables at home or locked in your car. We do not have facilities for the safe keeping of such items.

UNWELCOME OR INAPPROPRIATE BEHAVIOR

We realize that while you are volunteering or interning, close working relationships can lead to closer personal relationships. It is our policy to strictly forbid any unwelcome or inappropriate contact, approach or comment that makes anyone feel uncomfortable or threatened. Such conduct may be cause for immediate termination of the volunteer or internship relationship.

If you encounter or are aware of any such behavior, bring it to the attention of your supervisor.

GRIEVANCES OR COMPLAINTS

The Friends of the Zoo and Henry Vilas Zoo have formal grievance and complaint policy and process.

If you have any issues that cannot be resolved informally, see your supervisor for a copy of the formal process.

PARKING AND TRANSPORTATION

Parking, especially during the warm weather months, is limited, especially near the main entrance. Parking in one of the lots along Lake Wingra near the East entrance may be a better option. We suggest car-pooling, biking, or taking public transportation (there is a Madison Metro bus stop – route #4 - at the corner of Erin and Mills near the East entrance to the Zoo). If you are using a car for transportation, *The Friends of the Zoo and/or Henry Vilas Zoo* cannot be responsible for any damage or loss to your vehicle or its contents.

SPECIAL NEEDS AND ACCESSIBILITY

The Friends of the Zoo offices and Zoo grounds are fully accessible. If you have any special needs relating to accessibility that might affect your position, please let us know. We will do everything possible to accommodate your situation.

GENERAL ZOO INFORMATION

Below are some Frequently Asked Questions (FAQs) that may assist you in answering visitors' questions. If there are further questions, please feel free to contact *The Friends of the Zoo at 258-9491 or Henry Vilas Zoo at 266-7432*.

Henry Vilas Zoo Location

702 South Randall Avenue, Madison, WI 53715-1665

Hours

Henry Vilas Zoo is open year round, 365 days a year.

Grounds are open daily from 9:30 A.M. - 5:00 P.M.

Children's Zoo and Building hours are 10:00 A.M. - 4:00 P.M.

Exceptions: The Zoo closes at noon on the following holidays, Thanksgiving Day, the day after Thanksgiving, December 24, 25, 31, January 1 & Martin Luther King Jr. Day.

FREQUENTLY ASKED QUESTIONS

Admission

Admission is always free!

ATM

An ATM located in the main gift shop.

AZA Accreditation - The Association of Zoos and Aquariums



The Henry Vilas Zoo is one of over 200 members of the AZA, which is America's leading accrediting organization for zoos and aquariums, accrediting only those institutions that have achieved rigorous standards for animal care, education, wildlife conservation and science. Look for the AZA logo when you visit zoos and aquariums as your assurance that you are supporting a facility that is dedicated to providing excellent animal care. Reciprocity does not include the Milwaukee County Zoo. A full reciprocity list is available on the website at:

http://www.vilaszo.org/support/index.php?category_id=522&subcategory_id=407

Bus Stop

The closest bus stop is located at the corner of Drake Street and S. Mills Street. It is the #4 bus. For schedule information check on-line at www.mymetrobus.com or call the transit line (608) 266-4466.

Birthday Parties

The Visitor Center and Terrace (weather permitting) are available for birthday party rentals. A variety of packages are available. Contact Suzy Reynolds (suzy@vilaszo.org) for more details.

Busy Season

During May, the Zoo frequently has more than 150 school buses arriving daily. Groups are welcome to visit the zoo in the month of May, but be advised that zoo facilities, such as washrooms and picnic areas, will be very crowded.

Classes

The Zoo offers educational programs for children. Classes fill quickly. Friends of the Zoo members receive advanced notification of classes. Contact the Zoo Education department at 266-5922.

Concessions

The Concession stand is open from 9:30am-5:00pm daily, weather permitting, April through October. Zoo concessions offer a wide range of great snacks and meal choices at reasonable prices.

Complaints or Problems

Visitors are often concerned with animal behaviors. While sometimes unpleasant to watch, many of these behaviors are normal. However, if a behavior is clearly in need of attention, contact *The Friends of the Zoo* staff (at the concession stands, the train/carousel, or the Friends of the Zoo offices) and they will notify the Zoo staff.

Visitors are also concerned about the animals' exhibits. The Zoo works hard to provide clean, healthy, natural habitats for all our animals, many of which are endangered. We

are always renovating or replacing exhibits to improve the quality of life for the animals that live here.

Donations

The Friends of the Zoo is always most grateful for financial contributions of any amount. Visitors can make donations at one of the animal donation statues near each entrance or one of the “donor tubes” located throughout the Zoo. For more information on making a financial contribution to the Zoo, please contact the *The Friends of the Zoo* staff or visit www.vilaszoo.org.

Dropping Items into an Exhibit

Occasionally visitors will accidentally drop items (hats, pacifiers, toys, etc.) into exhibits where they cannot safely retrieve them. Please inform staff at the Visitor’s Center to alert the Zoo staff. A Zoo keeper will retrieve the item. Instruct the visitor to return to the exhibit.

Educational program

Education programs are available for school groups who are able to come to the Zoo. If a school group would like a free education program, a reservation is required, please call 608-266-5922. At this time, there is a suggested donation of \$1 per child.

Employment at the Zoo

Hiring of Zoo staff is done through Dane County. Concessions staff is hired by the Friends of the Zoo. Anyone interested in seasonal employment at the Zoo (concessions stands and gift shop), should contact Brent Walter (brent@vilaszoo.org or 257-1709 x 18).

First Aid

If the injury is serious, call 911 immediately. Emergency vehicle should use gate 6, Bear Gate, on Wingra Drive. This is the closest Zoo entrance to St Mary’s. Notify a staff member to alert Duty Manager and make sure someone is assigned to direct the ambulance. General first-aid kits are available at the Visitor’s Center.

Fundraising

There are many different ways to support the Zoo, including:

- Contribute through the Arctic Passage capital campaign
- Make a memorial gifts with recognition at the Giraffe House, on benches, in the carousel building, and other locations
- Befriend an Animal, naming a recipient to receive a certificate and/or a plush animal to show your support of the Zoo in their name
- Income from Visitor Center and tent rentals support the Zoo
- Corporate sponsorships of our Premier Events
- Memberships
- Unrestricted contributions
- Make a contribution at one of the donor tubes scattered throughout the Zoo
- Donate a used cell phone or ink cartridge to the Eco-Cell recycling program
- Join the Zoo cycling club

Gift Shop

The gift shop is open from 9:30am-5:00pm daily. Zoo apparel, novelties, disposable cameras and other great gifts are available for purchase.

Job Opportunities

Henry Vilas Zoo is a Dane County agency. Visit Dane County's job website to view any employment opportunities.

Lockers

Lockers and storage areas for visitors are not available at this time.

Lost Items

The Zoo receives many lost items every week. If you lost an item at the Zoo, call 258-9490 to report the item, the date you lost it and your telephone number. A *Friends of the Zoo* staff member will call you back if the item is found. After one month, unclaimed items are donated to Goodwill.

Membership

Apply online at www.vilaszoo.org or call *The Friends of the Zoo* at 258-9490. Members receive our quarterly newsletter, a 10% discount at the gift shop, advance notice and discounts on summer Zoo School classes, and reciprocity admission to many Zoos and aquariums nationwide and in Canada. Additional member benefits are available depending on membership level. Membership information is available in the Visitor's Center, at the Information Booths as well as some other buildings, such as the Carousel, Herpetarium, Gift Shop, and Primate House.

Owners

The Zoo is owned and operated by Dane County, with additional funding from the City of Madison and *The Friends of the Zoo*.

Parking

Parking, including buses, on Zoo grounds is free. There are public parking lots located at the corner of South Randall Avenue and Drake Street; at the corner of Vilas Park Drive and South Orchard Street; and on Vilas Park Drive across from the Vilas Beach Shelter.

Pets

For the health and safety of all the Zoo's animals, the Zoo does not allow any outside animals into the Zoo, except for certified service animals.

Reservation

A reservation is not necessary to visit the Zoo. We are a free Zoo. If a school group would like a free education program, a reservation is required, please call 608-266-5922.

Rentals

The Visitor's Center as well as the large tent in the center of the Zoo can be rented for events such as family reunions, birthdays, anniversaries, picnics, etc. Catering is available through Zoo Concessions or our approved on-grounds caterers: Food Fight Restaurant Group and Smoky Jon's . Utilizing the Visitor's Center or tent to do fundraising for organizations other than the Zoo is not permitted.

Size

Henry Vilas Zoo is a medium sized Zoo on approximately 30 acres.

Special Events

Special events are held on and off-grounds throughout the year to raise money and awareness of the Henry Vilas Zoo. See the special events flyer or visit our website at www.vilaszoo.org which lists dates, times and specifics.

Strollers and Wheelchairs

Strollers and wheelchairs are available to rent at the Gift Shop. The cost is \$4 per day. You must also leave a driver's license, which you will get back upon returning the stroller or wheelchair. The Conservation Carousel is wheelchair accessible – be sure to request a ramp when you visit the carousel.

Website

<http://www.vilaszoo.org>

Zoological Society (The Friends of the Zoo)

The Zoological Society, formed in 1914, is the fundraising organization for our free Zoo. The Zoological Society is a federally recognized 501(c)(3) non-profit entity. Donations to the Zoological Society are fully tax-deductible as allowed by law. The Zoological Society is governed by a Board of Directors, and all Zoological Society efforts are undertaken to raise funds and promote the Henry Vilas Zoo.

Directory

Address

Friends of the Zoo
606 South Randall Avenue
Madison, WI 53715

Henry Vilas Zoo
702 South Randall Avenue
Madison, WI 53715

Website

www.vilaszoo.org

Staff - Henry Vilas Park Zoological Society (Friends of the Zoo)

Boris Frank, Executive Director
Anna Reynolds, Associate Executive Director
Christina Ahlansberg, Operations Manager
Suzy Reynolds, Special Events Coordinator
Lynn Pawelski, Volunteer Coordinator
Emily Brock, Office Assistant
Brent Walter, Visitor Services Director
Brenda Walter, Visitor Services Bookkeeping

Staff - Henry Vilas Zoo

Jim Hubing, Zoo Director
Ronda Schwetz, Deputy Zoo Director
(position open), Conservation Education Curator
Jeff Stafford, Zoo Curator
Dr. Mike Petersen, Zoo Veterinarian
Brian Wilson, Maintenance

General Phone Numbers and Email

<u>The Friends of the Zoo</u>	Office and Visitor Center	258-9490 or 258-1460
	Fax	258-1490
	General Email	generalsocietymail@vilaszoo.org
	Concessions Phone	257-1709
	Concessions Email	brent@vilaszoo.org
<u>Henry Vilas Zoo</u>	Administrative Office	266-4732
	Education Department	266-5922
	General Email	Zoo@countyofdane.org

HISTORY OF THE VILAS ZOO

On June 30, 1904, Col. William F. and Anna M. Vilas gave a large tract of land to the Madison Park and Pleasure Drive Association "for the uses and purposes of a public park and pleasure ground." From 1905 through 1910, the Vilas family donated an additional \$42,000 for improvements, and public donations of \$10,000 were raised for the enlargement and improvement of the park. The park was named in memory of the Vilas' son, Henry, who died at a young age due to complications from diabetes. In 1911, the first animal exhibits were created, representing the start of the Henry Vilas Zoo.



FOREVER FREE

In what has proved to be a defining and truly visionary move, the Vilas Family stipulated that the park always be admission free. As the zoo developed within the park, it too remained free. Today it's an extraordinary asset that few communities our size can claim. Indeed, our Zoo is one of only a few, no-admission, free parking AZA accredited zoos nationwide.

In 1995, state-of-the-art habitats are built for Great Apes and Primates - chimpanzee, orangutan, and red-tailed lemur.

In 1983, the Zoo was identified as a regional community that could be better served by county operations. The Zoo (approximately 28 acres) was "separated" from the city-owned park (about 50 acres), and a County Zoo Commission was formed. Dane County now operates the zoo, contributing 80 percent of the operating funds while the City of Madison contributes 20 percent.

HENRY VILAS PARK ZOOLOGICAL SOCIETY

The Madison Zoological and Aquarium Society was organized in 1914, shortly after the zoo was founded. In 1926, the Society was reorganized as the Henry Vilas Park Zoological Society, which continues today. In 1964, the society was incorporated as a non-profit corporation. The society's purpose is to build community support and provide funding for zoo improvements. This includes the acquisition, conservation, and replacement of animals; refurbishing and creating new exhibits; supporting educational programs; and improving the overall educational and recreational value of the zoo. The Zoological Society contributes generously to the Zoo's operating budget.



In 1997, an expanded Big Cat exhibit opens for African Lion and Amur Tiger.

The society has been instrumental in providing funding for many zoo improvements, generally in partnership with the County and City.



REZOOVENATION

In recent years lots of exciting exhibits have popped up at the zoo. We added the Children's Zoo in 1980 and the new penguin exhibit in 1986. In 1992 the Discovery Center/Herpetarium opened, marking the zoo's first hands-on educational facility with space for indoor classes.

In 2003, a walk-through Tropical Rainforest is completed, home to Flora and Fauna of South America.

Over the last eight years our ReZOOvenation project created the Discovering Primates Complex, Big Cat Complex and Visitor Center. The Zoo entrance, gift shop and concessions area have all been tastefully replaced. The last phase of ReZOOvenation was the Tropical Rain Forest Aviary, which opened to the public in June of 2003.

ZOO CENTURY

As the Zoo approaches its 100th anniversary, many improvements are well underway as we prepare to be a world class destination for another 100 years. Click on the Zoo Century tab above to see detailed plans and models.

*The Zoo
Century*

In Case of Emergency

When you are volunteering at the Zoo, it is important to know how to respond to an animal or guest emergency. Immediately locate a staff person (a keeper, train/carousel supervisor, or concession stand employee) to let them know a radio announcement should be made. Be sure to note the relevant location.

Code Red – Animal has escaped

Code Black – Visitor in the animal exhibit

Code Blue – Visitor is injured or experiencing a medical emergency

Radio Procedure. Friends of the Zoo walkie-talkies can be used to talk with other Zoo volunteers and staff on duty.

Incident / Accident Reports. Zoo staff that responds in the case of injury will complete an incident/accident report.

Animal Endangerment Response Plan

Policy

It is the policy of Henry Vilas Zoo to provide a safe environment for its visitors, staff and animals. The safety of visitors and staff is a first priority. Although it is highly unlikely that an animal may escape, we still have a plan intact in case an emergency should arise.

Dangerous Animals

All animals are potential dangerous, the following Henry Vilas Zoo animals can cause serious injury: Chimpanzee, Orangutan, Lion, Tiger, Bear, Rhino, Zebra, Giraffes, Addax, Camel, Bison, Ostrich

Two –Part Plan

The animal endangerment response plan is a two-part plan.

- ❖ “CODE BLACK” visitor in animal exhibit.
- ❖ “**CODE RED**” animal has escaped.

There are specific procedures to follow in each instance.

CODE BLACK

1. Immediately report **CODE BLACK** to a zookeeper, if a keeper is not immediately visible, report to the carousel building or food or gift stands, they have radios to alert the Duty Manager.
2. Follow the direction of the duty manager and zookeepers to safeguard staff and visitors.

CODE RED

1. Immediately report **CODE RED** to a zookeeper, if a keeper is not immediately visible, report to the carousel or food or gift stands, they have radios to alert the Duty Manager. **Identify animal location and direction.** (Example; “camel has escaped, passing lower concessions stand, heading toward the tent”)
2. Take immediate action to safeguard visitors and staff direct them to the nearest building. Instruct them to:
Remain in the building shelter until the PA system gives the **ALL-CLEAR**.