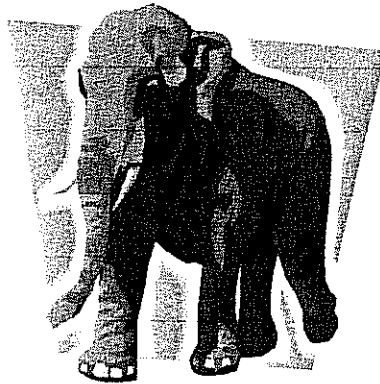


# **The Albuquerque Biological Park Elephant Protocol**



**Teamwork  
Many Hands, Many Minds,  
One Goal**

**ALBUQUERQUE BIOLOGICAL PARK  
TABLE OF CONTENTS**

<u>PROTOCOL</u>	<u>PAGE NUMBER</u>
Mission Statement	3
Philosophy	3
Definitions of Training Terminology	3
Current Training Policy	7
Training Tools	9
Training Equipment	9
Training Tools/Techniques that are inappropriate	10
Training New Elephant Handlers	11
Elephant Aggression	12
Elephant Escape	13
General Safety Guidelines and Rules	13
Human Resources	14
Husbandry Procedures	15
Emergency Situations	18
Elephant Restraint Chute	20
Elephant Daily Routine	21
Elephant Bath Routine	25
Shifting the Elephants	26
Foot Care	27
Door Operation	28
Manual Gates	28
General Maintenance	29
Social Groupings	29
Elephant Profiles	30
Bull Management	36
Reproduction	36
Behavioral Enrichment	37
Verbal Commands	39
Leave out the Elephants for the Night	43
One Elephant Keeper	45
Trunk Wash	46
Use of Ankus/Guide	47
Do's and Don'ts	48

## **ELEPHANT MANAGEMENT TEAM MISSION STATEMENT**

The mission of the elephant management team is to increase the knowledge and understanding of elephants while providing the elephants with an environment that is physiologically, psychologically, and socially fulfilling. We are committed to the propagation, research, and conservation of elephants in captivity and in the wild.

### **ELEPHANT MANAGEMENT PHILOSOPHY**

Proper elephant management involves daily skin care, foot care, medical examinations, and an overall check of physical condition, sufficient exercise, and activities that stimulate mental processes. To deter stereotypic, aggressive or lethargic behavior, captive elephants must be kept occupied with physical exercise and mental stimuli. Good physical conditioning is essential for a long healthy life. The Albuquerque Biological Park believes our goals are best accomplished with the protected – contact elephant management method.

Safety is of the highest priority for the handlers, public and the elephants.

**This protocol is a living document; it will be updated as needed.**

### **DEFINITIONS OF TRAINING TERMINOLOGY:**

Acclimation: Physiological changes as organisms adapt to environmental variations.

Approximation: One small step, in a series of progressive steps that leads to the behavioral goal; see Shaping by Successive Approximations.

Behavior: To act, function, react or perform in a particular way.

Behavioral Criterion: The level or behavioral response that must be met to earn reinforcement.

Bridge: Conditioned reinforcer that communicates to the animal that it is performing the correct behavior.

Bridging Stimulus: A stimulus that pinpoints the exact moment the behavioral criterion ( for that approximation ) is met. The “bridge”, as it is often referred to, (often a clicker, whistle or word) communicates to the subject that it has performed correctly and often signals that additional reinforcement is on the way. It “bridges” the gap between the time the correct response is given and the time the additional reinforcer is delivered. It is a stimulus that can act as both a discriminative stimulus and a secondary reinforcer.

Capture (Scan): The process of placing a behavior that is initiated by the subject under stimulus control by reinforcing the behavior as it spontaneously occurs.

Conditioned Reinforcer: Any stimulus that has acquired its primary reinforcing properties through association with a primary reinforcement. Initially it is a meaningless signal that is paired with a reinforcer until it becomes a reinforcer itself i.e. whistle, clicker, the word “good”.

Classic Conditioning: A basic form of learning in which a neutral event initially incapable of evoking certain responses acquires the ability to do so through repeated pairing with other stimuli that are able to elicit such responses. This type of conditioning does not involve any voluntary choices by the animal; the response of reaction is reflexive (e.g., blinking or salivating) and not dependent on operant learning.

Continuous Reinforcement: A schedule of reinforcement in which the desired or correct responses are reinforced every time they occur. Trainer typically used a continuous reinforcement schedule when the animal is in the process of learning a new behavior.

Conditioned Stimulus (CS): An initially neutral stimulus that will elicit a specific response as a result of repeated pairing or learned association between that stimulus and that response. A discriminative stimulus, of cue is a conditioned stimulus.

Cue: Stimulus in the presence of which a given response is reinforced.

Desensitization: The act of pairing a negative, or aversive event, with positive reinforcement until the event loses its aversive quality. The resulting behavior can be maintained through the use of positive reinforcement.

Differential Reinforcement: reinforcement selected responses of higher quality to improve performance.

Discriminative Stimulus or Cue: A stimulus that precedes a behavior, signaling that a specific response will be reinforced if emitted correctly. The result is that the stimulus will consistently elicit only that particular response.

Extinction: Method of eliminating a behavior by not reinforcing it any longer.

Extinction Burst: A short-term increase in the frequency and intensity of a response during the extinction process, due to a lack of reinforcement.

Fixed Ratio Reinforcement: reinforcement is only available after a predetermined number of correct responses.

Generalization: The lack of discrimination between two stimuli. An animal that has been conditioned to respond to a specific stimulus may offer the same response in the presence of a similar stimulus.

Habituation: The declining waning of a behavior as the result of repeated presentation of the stimuli that initially caused the behavior: the process of gradually getting an animal used to a situation that it normally reacts to, (i.e. avoids or reacts aversely to ) by prolonged or repeated exposure to that situation.

Incompatible Behavior: A behavior that interferes with, or cannot be performed at the same time as another behavior.

Intermittent Reinforcement: A schedule of reinforcement in which not every correct response is reinforced. Any schedule of reinforcement that is not continuous (i.e. variable ratio, variable interval, fixed ratio, fixed interval).

Jackpot or Bonus: A positive reinforcer that is much bigger than a normal reinforcement and comes as a surprise to the subject.

Magnitude of Reinforcement: The size and duration of the reinforcement following a behavior.

Observational Learning: A type of learning in which one animal learns from observing the behavior and consequences of another's actions.

Operant conditioning: A type of learning in which behavior is determined by its consequences. (A behavior is strengthened if followed by reinforcement {positive or negative} and diminished if followed by punishment). The animal "operates" on the environment, leading to a desired outcome.

Positive Reinforcement: Following an action or response with something pleasant – (the subject wants).

Primary Reinforcer or Unconditioned Reinforcer: A reinforcing event that does not depend on learning of previous experience to achieve its reinforcing properties (e.g. biological need: food water, warmth, sex).

Positive Reinforcement: The process of following an action or response with something that the subject wants, thereby causing an increase in the frequency of occurrence of that behavior.

Punishment: The application of a stimulus or the removal of a stimulus that occurs after a behavior it is meant to affect, and causes a decrease in the frequency of occurrence of that behavior.

Random Ratio Reinforcement: reinforcement is available after a different number of correct responses.

Regression: The state of a conditioned behavior reverting back to a previous stage in the learning process.

Reinforcement or Reinforcer: Anything (either the application of a stimulus or the removal of a stimulus) that occurs in conjunction with a behavior that tends to increase the likelihood that the behavior will occur again. It is information telling the animal what you like and dislike.

Response: The actual performance of the behavior.

Schedules of Reinforcement: The conditions of parameters under which reinforcement is delivered; see continuous reinforcement and intermittent reinforcement.

Secondary Reinforcer or Conditioned Reinforcer: An object or event (stimulus) that initially may mean nothing to the animal but becomes reinforcing through pairing with a primary reinforcer or other conditioned/established reinforcer.

Selective or Successive Approximations: The act of reinforcing specific criteria of desirable responses to shape a specific behavior: the reinforcing of selected responses of higher quality to improve performance.

Shaping: Method of training using successive approximation.

Shaping by Successive Approximations: An operant conditioning method of taking an action of tendency and shifting it, one approximation, or step, at a time, toward the final behavioral goal; building of a behavior by dividing it into small increments or steps and then teaching one step at a time until the desired behavior is achieved. Steps become a series of immediate goals.

Stimulus: Anything that elicits a physiological or behavioral response; see conditioned stimulus.

Stimulus Control: A behavior is said to be under stimulus control if it meets three conditions: 1) It is immediately offered following the Descriptive Stimulus; 2) It is offered only when preceded by the correct Descriptive Stimulus; 3) It is not offered in the presence of another Descriptive Stimulus.

Superstitious Behavior: A behavior that the animal offers during the training of another behavior but is unrelated to the behavior being trained. Because the unrelated behavior is inadvertently reinforced with the desired behavior, the animal perceives it as a necessary component of the behavior being trained and therefore necessary to receive reinforcement.

Time Out: Is an opportunity for the handler and the elephant to refocus when confusion arises. Positive reinforcement and/or the opportunity for positive reinforcement is withheld for a brief period of time immediately following an inappropriate or undesirable response.

Training: The art of using conditioning techniques to obtain desired behaviors.

**References:**

Pryor, K. [1999]. *Don't Shoot The Dog* [rev. ed.]. Bantam Books, New York.

Ramirez, K. [1999]. *Animal Training*. Shedd Aquarium, Chicago.

**CURRENT TRAINING POLICY**

Elephants begin their training as soon as they arrive at the zoo. They must be taught to respect and listen to their handlers. Favorable behaviors are rewarded and aggressive actions towards humans are not reinforced. Training is an ongoing daily event, which brings the elephant and handler into a special unique bond of understanding, respect, and affection. It is being understood that behaviors are reinforced or extinguished consciously or unconsciously through out the day. The core of training, "Set yourself up for success".

Without proper training the elephants will not get the care needed to provide the best quality of life for them at the Albuquerque Biological Park. Training of the elephants and elephant staff must be of the highest priority.

The Albuquerque Biological Park houses male and female Asian elephants. Because of the differences between bulls and cows, the approach to training each sex must be understood.

**Males:**

Males are dominant, breeders, and solitary by nature. Because of their natural aggressive nature great caution must be used when working with them. At this time the bulls we house are Eight years of age. Because of their free contact background, tactile touch is permitted only while they are worked in the ERC and during the bath routine. As these young males mature tactile touch will be restricted or no tactile touch will be permitted.

It is also important to know that males come in to a period known as "Musth". This is a period of heightened aggressiveness and sexual behavior, characterized by increased temporal drainage, urine dribbling, and androgen secretion for periods of a few weeks to several months. The factors determining when a bull exhibits musth are related to age, body condition, nutrition, and perhaps social status (Jainudeen et al. 1972; Cooper et al. 1990; Lincoln and Ratnasooriya 1996) Musth can begin as early as 10 to 15 years of age in captivity but is seldom observed before 25 years of age in the wild. Training during this time will be restricted or will not be permitted.

\*See "Bull Management"

**Females:**

Cows are more social and affectionate. They desire more social interaction. They want to please and generally are more willing to cooperate. Though female's disposition is mild compared to a male, the handler should not be complacent with safety while training them.

When training females it is also important to consider that from the time of birth to the time of death, females go through stages of maturity. The handler must know and understand these periods in order to have positive results from the training.

**Consistency in Training:**

Each elephant is trained to respond to voice commands paired with the body position of the handler. Handlers are required to use the same commands, in the same tone of voice, using the same body cues, with the same expectations of how the elephant is to respond. All handlers must work as a team with **consistency** being the foundation of the program. **Consistency** helps remove confusion and enhances the communication between the elephant and the handler. **Consistency** improves the elephant's ability to be successful in its response to a command, therefore making contact with humans a positive, rewarding experience. **In order to maintain control, and to provide an atmosphere of security and consistency, it is imperative that the elephants be worked in the same manner, regardless of which keeper is handling them** (although each keeper must make individual decisions according to circumstances, i.e. amount of praise, time outs).

In order to ensure this level of **consistency**, all handlers must:

- 1) Follow the procedures established by the Elephant Manager.
- 2) Be prepared mentally before an elephant is worked
- 3) Know the expectations of each elephant
- 4) Observe other handlers work
- 5) **Be able to give and accept constructive criticism**
- 6) Teach all new behaviors in small segments and reinforce with rewards
- 7) Never ask the elephants to do anything that would be physically or mentally beyond their capabilities
- 8) Speak in a controlled, conversational tone to the elephants. Elephants have extremely good hearing and there is no need to shout to get a response.
- 9) Work as a team and not as an individual
- 10) Give your full attention and compliance to all elephant procedures
- 11) Always end on a positive note (If possible)
- 12) Don't take the easy or convenient way out just because you can
- 13) Understand that every time you interact with the elephant(s) directly or indirectly some kind of behavior reinforcement is happening

**Consistency** is our goal Behaviors should be reinforced so that all elephants attain 100% compliance upon the request of the elephant handlers. Therefore all the handlers on staff should work all the elephants with the same compliance.

A **training meeting** will be held once a month in order to go over methods, techniques, and any problems. These meetings will help with the consistency needed to promote excellence and professionalism within the Albuquerque Biological Park elephant program.

**Elephant Response:**

The elephant must be given time to respond. So it is imperative that the handler understands the context of the setting in which the elephants will be worked. In a normal tone of voice, ask for the behavior. Say the elephant's name first and then the command. If the elephant does not respond, call the elephants name again and restate the behavior wanted in a clear and concise tone. If the elephant does not respond after being asked the second time give them a time out. This will allow the elephant and handler an opportunity to refocus.

Elephants will make errors in responding to commands because of confusion. If the elephant is confused it is generally the fault of the handler. Repetitive use of commands and calling the name of the elephant repeatedly will reinforce the elephant to not respond to the handler. Stop and evaluate the situation before proceeding with the command.

**Training Tools:**

A number of training tools are available. Please see the section "**Training equipment**". These tools can be of great help if they are used properly or they can be ineffective. It is important to know the limits and the effects of using these various tools for training. A clicker is a great tool, but if it is not used properly it can become unproductive.

The ankus/guide can be used for training only when approved by the Elephant Manger has approved the elephant keeper for its use and it is used in the ankus/guide designated areas. (See ankus protocol)

**TRAINING EQUIPMENT**

**Clicker:**

The clicker is a small plastic noise making device used as bridge in a protected contact environment.

**Treat bags:**

Large nylon bags (easily washed) are filled with a variety of fruits and vegetables to be used as rewards for desired responses. The treat bag is worn on a belt to make the rewards easily accessible for the handler, and to free up the handlers hands for the clicker.

**Target:**

A tool used for the positioning of the animal. This is generally a pool float or some other bulb shaped object attached to a long strait handle.

### Ankus/Guide:

The ankus/guide is a tool used to guide the elephant into the proper position or to reinforce a command given. The ankus shall be made out of hard wood, hickory or walnut, fiberglass etc. with a stainless steel head. The point should be sharp enough to hold the skin, but not too sharp to cause tears or deep punctures.

### Chains/Ropes:

Leg chains/ropes are used to limit an elephant's movement. They can be used to prevent fighting between elephants, for veterinary reasons, and as a confined contact device during some elephant care procedures. Chaining gives the handler a greater degree of control while training new behaviors and perfecting known behaviors.

### Tub, Balance Beam, Spindle, Foot Bars, Foot Care Stands:

Tools that have been used for daily exercise programs and educational demonstrations. Some of these have also been used to enable foot care on elephants.

### Safety Tools:

- Pepper Spray
- Fire Extinguisher
- Electrical devices designed for use on livestock, such as commercially manufactured electric prods may be used to fend off any elephant attack.
- Tranquillizer Gun: To tranquilize an escaped or highly agitated elephant.
- Elephant Gun: To dispatch an escaped elephant when there is immediate danger to human life.
- Bolt Cutters: A designated pair will be set aside specifically for the purpose of cutting chains should an emergency arise.
- Rope Cutting Knife: A designated knife will be set aside for the same reasons as the designated bolt cutters.

### Training Tools/Techniques That are inappropriate:

- Insertion of any implement into any bodily orifice, unless directed by a veterinarian specifically in connection with training for a medical or reproductive procedure.
- Striking an elephant with any sharp object, including the hook of a guide/ankus.
- Striking an elephant on or around any sensitive area, such as the eyes, mouth, ears, or genital region.
- Applying a tool used in training repeatedly and/or with such force that physical harm to an elephant results.
- Withholding or reducing an animal's daily recommended amount of food and/or water, unless directed by a veterinarian.
- Withholding veterinary care for any reason.

### **Training Of New Elephant Keepers:**

The Elephant Manager or Lead Elephant keeper will train new personnel. The length of the training period will vary based on the individual's ability and comprehension of the handling procedures.

Procedures for training/certifying a new elephant handler will be as follows:

1. Read and understand the Albuquerque Biological Park elephant protocol
2. Instruction on safety practices
3. Understanding the dos and don'ts for elephant keepers
4. Step by step instruction on all aspects of the elephant barn operation
5. Off limit areas explained.
6. **Instructed that no talking, interaction, or touch of any of the elephants will be permitted unless authorized by the elephant manager**
7. Instruction and demonstration of the procedures for cleaning the barn ,
8. Instruction and demonstration of the bath routine
9. Training on safety techniques for proper door operation
10. When the new handler demonstrates that the concepts taught are understood, training with the elephants will start with the bath routine. Alice will be the elephant used for the bath routine training.
11. As the trainee demonstrates consistency with the bath routine, they will proceed with proper shifting of the elephants.
12. Next working the elephants in the ERC.
13. The next step will be moving the elephants in and out of the barn.
14. Last step, learning the morning and evening work sessions

Although these steps have been satisfactory completed it must be understood by the trainee that this is only the foundation. Learning never stops. As a handler you must not let yourself become stagnant or believe you have arrived. Growth and excellence only happens to those who are open, teachable, consistent, and never give up.

The Elephant Manager will evaluate the progress of the trainee; evaluations will take place at 1 month, 2 month, 3 month and then 6month increments. If significant progress has not been made between the 6th and 9th months. The Elephant Manager will determine whether to continue the training or move the individual out of the program. The certification of the new trainee to become an Albuquerque Biological Park elephant handler will be made after all the training steps have been completed in a satisfactory manner, an evaluation by their peers , and a final evaluation as to whether the new trainee is competent and has met all requirements will be done by the elephant manger. The final approval for becoming certified will be made by the Assistant Director.

## **ELEPHANT AGGRESSION**

### **Elephant to Elephant :**

The aggressive interaction of an elephant attacking another elephant should not be allowed. There are typically many warning signs before severe aggressive behavior (i.e. hitting) is manifested. Some examples of more subtle aggressive behaviors observed include trunk up, ears out, and holding head high. All staff must monitor the elephant social interaction directly or on the video monitors. Every effort should be made to encourage positive social interactions among the elephants. Do Not allow aggression, no matter how slight, between elephants while you are present.

### **A HANDLER SHOULD NOT TRY TO STOP AN ATTACK OF AN ELEPHANT BY ANOTHER ELEPHANT BY STEPPING INTO THE FIGHT.**

Elephants that are fighting in a manner that beyond the normal social interactions must be reported to the Elephant Manger or Mammal Curator immediately.

The handler first witnessing the attack must call for help on the radio or use the phone. They should try to break up the fight from a safe area by using their voice, various noises, or water. As the Elephant Manger, Assistant Director or Mammal Curator arrives a plan of action will be developed as to what needs to happen next.

Elephants that are aggressive toward each other will be kept apart in separate stalls and will not be put in the same enclosure. Reintroductions between aggressive elephants will be assessed by the Elephant Management team. Consultation will be sought from our network of other elephant experts as to what will be the best solution on what would be the best course of action.

### **Elephant to Keeper:**

The handler(s) who are involved in the altercation need to step back and not reinforce this behavior. If a handler is injured by an aggressive act from an elephant, the second keeper must radio the Elephant Manager or Curator for help, if possible attempt to get the injured handler out of the area in a safe manner. The Elephant Manager or Curator will immediately call 911. If it is not possible to move the injured handler, the other handler must attempt by what ever means available and without endangering themselves, to keep the elephant(s) away from the injured handler. When help arrives a plan of action will be formulated to get the injured handler to safety (see general safety rules 1).

### **Elephant to Public:**

The same as above will apply with elephant(s) that are aggressive to the public or if the public has been injured by an elephant(s).

- **If any of the above situations occur, notify the elephant manager and curator immediately.**
- **An “Incident Report” will be filled out immediately after any aggressive act.**

## **Elephant Escape**

Follow the Albuquerque Biological Park animal escape protocol.

- An **“Incident Report”** must be filled immediately after this occurs.

Also see **“Emergency Situations”**

## **GENERAL SAFETY GUIDELINES AND RULES**

- 1) Never enter the elephant enclosure with animals present. The handler working the gates will carry an ankus/guide. Emergency circumstances may warrant the need of going into an enclosure due to an injured person. This must be done only when there is no immediate danger to the handlers entering the enclosure. In this situation this must be done with an ankus /guide.
- 2) Only with the approval of the Elephant Manager or Curator may individuals, other than the elephant staff, enter the elephant facility. An approved member of the elephant staff must accompany these individuals.
- 3) **Lighting storms** are a potential hazard to both human and elephants. Keep the elephants and yourselves away from the pool in yard #2. Do not let the elephants have access to yard #2.
- 4) Always be aware of the elephant’s movements in and out of the holding yard. **Teamwork** is important to communicate the movements of animals to the other handlers.
- 5) Do not allow aggression, no matter how slight, between the elephants while you are present.
- 6) Take a minute to evaluate the behavior of each elephant in the morning before approaching him or her. If they are behaving strangely or aggressively, seek advice from another elephant handler or the Elephant Manager.
- 7) To avoid startling any elephant, announce your presence as you approach.
- 8) The two-keeper rule is in effect anytime there is a need to be within trunk reach of an elephant(s). The keepers must have visual sight of each other and able to respond if needed.
- 9) Announce your intentions when you are in trunk reach or out of the site of your teammates prior to leaving their presence.
- 10) At least two handlers must be present all times for all medical and veterinary procedures. One handler is responsible for commanding the elephant; the second stands with the veterinarian .
- 11) At least two handlers must be present at all times when the public has contact with an elephant. One handler is to be responsible for controlling the elephant, and the second handler stands with and directs the public.
- 12) If only one handler is present for the day, the bath routine, work sessions, and other husbandry procedures will not be done. If medical attention or medical treatment is needed an elephant handler will be called in for to help perform these

- duties. For shifting and putting in and out the elephants an assistant will be recruited from the mammal staff.
- 13) When working with the elephants in the stalls do not stick any extremities in with the elephants unless directed to do so.
  - 14) When giving hay to the elephants, give them the “trunk up” command , and then place their hay in the appropriate place.
  - 15) Work in a efficient manner, don’t waste time going back and forth
  - 16) Put all tools an supplies in its designated places
  - 17) Do not leave any tools, props, or equipment unattended in the elephant yard or adjacent areas where the elephants can reach them.
  - 18) Make sure the logbook is filled out every day. This report is used to communicate any changes, abnormalities, problems, or unusual occurrences in the elephant area.
  - 19) Standards for food, sanitation and shelter have been outlined in the Animal Welfare Act and are enforced by the USDA. The following documents must be read and understood by all employees:
    - A) USDA regulations concerning elephants
    - B) AZA minimum standards
    - C) *Don’t Shoot the Dog*
    - D) Elephant related human deaths in North America 1976 – presented by J. Lehnhardt
    - E) Elephant Husbandry Resource Guide
  - 20) Under normal conditions the temperature of the barn’s heating system will be kept at a minimum of sixty (60) degrees Fahrenheit.
  - 21) The veterinary staff will be notified of any serious injuries or illness. If medical treatment is necessary, the veterinary staff and elephant management team will decide proper treatment procedures. If the use of tranquilizers is necessary for major medical procedures, the elephant management team will evaluate the situation and decide on an appropriate plan of action.
  - 22) The elephant area shall be secured every night. Only the Elephant Manager and above shall authorize entrance to the area after regular operating hours.
  - 23) All locks must be checked and double-checked by all handlers in the barn for both animal and human safety considerations.
  - 24) Safety Assessments will be conducted on a semi annual basis by the Albuquerque Biological Park safety committee.

## **HUMAN RESOURCES**

**Elephant manager-** Assist in the development and supervision of the elephant program; their management, husbandry and medical care. Works with the elephant keeper staff to set goals and objectives for the ongoing success and safety of the program. Responsible for training elephants and staff as per the guidelines of the elephant management protocol.

**Elephant Management Team**– Responsible for the long term care of the elephants as per guidelines of the elephant management protocol. The team consists of all elephant handlers, elephant manager, mammal curator and the assistant zoo director.

**Elephant Handlers Team**- Individuals chosen to be the Lead Elephant Handler and the Number 2 Handler will be determined by the Elephant Manager. The basis of who fills these roles is established by the following criteria; experience, expertise, commitment to the program, responsible, trust worthy, integrity, initiative, and leadership abilities.

- When the Elephant Manager is absent, the **Lead keeper** will insure that all protocols and procedures are followed, set up schedules of husbandry tasks, provide instruction, direction, and assist and train the elephant staff.
- Number 2 Handler is responsible for insuring that the elephant staff follows through all protocol and procedures in the absence of the Elephant Manager and the Lead Handler.
- Elephant Handlers/Helpers will follow the all protocols and procedures , and follow through on all directions of the Elephant Manager, Lead Handler, and the Number 2 Handler.

At times temporary employees or other keepers may assist in the barn daily operations.

**All of the elephant staff or those help will be TB tested on an annual basis.**

**Veterinarian** – Works with the Assistant Director, Curator of Mammals and the Elephant Manager to develop a program for the medical well being of the elephants.

#### **Hiring Procedures:**

Applicants must follow all procedures designated by the City of Albuquerque's hiring policy. Prospective elephant handlers must show interest and ability in training animals. Must be able to follow directions and be temperamentally suited to work with animals. Good observation skills are necessary. Must have interpersonal skills and be **team-oriented**. Elephant Manager, Assistant Curator, and Mammal Curator will interview applicants.

#### **Removing Personnel from the Program:**

The Curator in consultation with the Elephant Manager, and the Assistant Director may remove any individual from the Elephant Program for any of the following reasons. This removal can be immediate and permanent if warranted.

1. Failure to follow elephant management protocol.
2. Inappropriate treatment of elephants.
3. Failure to work with other keepers in the program, therefore destroying the team concept and eroding consistency.
4. Aggression toward the keeper by an elephant. In this case the curator and the Elephant Manager must feel that under normal training procedures, the elephant has indicated sufficient aggression toward that individual to compromise the keeper's personal safety.

Any elephant keeper can request immediate removal from the elephant program and may have the request immediately granted. The keeper must be the best judge of his/her own willingness and ability to work with elephants. No Albuquerque Biological Park staff will be forced to work with elephants.

### **Evaluation of Personnel**

All elephant handlers will be evaluated every 6 months, their skills and abilities on working the elephants, being a team member, and with their other duties and responsibilities. Any problems or concerns, as well as recommendations and suggestions will be discussed and appropriate actions taken.

### **Elephant Management Meetings**

This meeting will be conducted at least once a month and consist of the elephant keepers, Elephant Manager.

### **Mistreatment of Animals**

Mistreatment of animals is never acceptable behavior. Alleged mistreatment will be investigated by the Elephant Manager and Curator. Depending on the circumstances, the accused handler could be suspended from the elephant program temporarily or permanently. **Mistreatment of any animal is against Albuquerque Biological Park policy and could result in disciplinary action up to and including termination.**

Mistreatment is as stated in the section "Training Tools/Techniques".

## **HUSBANDRY PROCEEDURES**

The elephants at the Albuquerque Biological Park perform daily controlled behaviors as a means of keeping them physically fit and providing for their well being. An added benefit is that routine health care and treatments can occur without stress or risk to the elephant.

### **Foot Work:**

Infections involving the pad, nail, or skin of the foot are one of the most common medical problems in captive elephants. In the wild, elephants are constantly on the move. They naturally wear down excess pad and nail. The substrate prevents excess moisture and fungus from becoming a problem. In captivity the feet require daily attention to prevent overgrown soles, foreign body penetration, overgrown, cracked or ingrown nails, overgrown cuticles, abscesses or hoof rot. Failure to prevent or treat any of these conditions with regular care can lead to pain, lameness, local infections, tissue destruction, and ultimately systemic infection and death.

At the Albuquerque Biological Park, the pad, nails, and cuticles of each foot are inspected daily and washed free of any foreign material. (Cracks of the pad are treated

daily with Betadine solution to prevent bacteria and fungal growth, and trimmed when necessary.) Radiographs are taken yearly and kept on file for diagnostic purposes.

It is the Albuquerque Biological Park goal to incorporate anchored rubber matting or sand into each of the elephant's stalls. Currently one stall has rubber mats and in the other stalls woodchips are placed in on the floors. This will and has help with the well being of the elephant's feet and legs.

See section on "**Foot Care**"

#### **Daily Body Exam:**

A daily body exam will be made of each elephant. This will include feet, eye, ear, tusk, mouth, and teeth. The assessment will be done during the daily bath routine. Any abnormal finds must be reported to the Elephant Manager and the Veterinarians and then logged in the daily log notebook.

#### **Annual Physical:**

An annual physical will be performed by the veterinarians.

#### **Radiographs:**

Baseline foot radiographs or thermographs of all thermographics of all adult elephants must be taken and kept on file.

#### **Skin care:**

The elephants are bathed daily with Bio Groom soap (warm months) or Johnson Baby Shampoo (cold months). A bath oil treatment will also be used periodically throughout the year. All areas of the elephants' body are scrubbed to remove dirt, feces stains, and dead skin.

#### **Mouth examination:**

The elephant is asked to open its mouth daily during its bath routine in order for the keeper to inspect the animal's teeth, gums, and sulcus. Problems are reported to the veterinarian for closer inspection, diagnosis, and treatment.

#### **Tusk Care:**

Tusks will be examined on a daily basis. Check for cracks or problems from the sulci and base to the tip of the tusk. The ends of broken tusks should be trimmed and smoothed to prevent the elephant from injuring itself or another elephant. The males, Samson and Albert, have their tusks trimmed every 3 to 4 months in order to build stronger tusks. Rosie's tusks are trimmed annually.

#### **Body Weight:**

Weights will be taken on a monthly basis in order to maintain and determine the elephant's proper maintenance weight.

**Body measurements:**

Body measurements are recorded yearly. Height, girth, and length are all important to correlate proper growth and weight for the animal's age.

**Injections:**

The elephants will need to be trained on accepting injections.

**Blood sampling:**

Blood is collected on a weekly basis for diagnostic and research procedures. The blood is collected via the ear vein, alternating ears and veins on the ears at each collection.

Records are kept describing location and ear used for each collection. The elephants also will be trained so that blood can be taken from rear leg vein.

**Urine sampling:**

Urine will be collected as needed to assess a medical problem, evaluate progesterone in females, and the testicular activity in bulls.

**Other Sampling:**

Saliva, skin biopsy, temporal gland secretion, and milk from lactating females will be taken as needed.

**Medication:**

Only the veterinarians are allowed to prescribe medications. It is important that the elephant crew follow through with all prescribed treatments. Training to accept and swallow bad tasting oral medication as well as rectal administration of medication is underway.

**Exercise:**

Elephants in the wild may travel as much as thirty miles in a day. The elephant is physically built for walking; it prospers on physical exercise. Exhibit and holding size severely limit the amount and type of elephant's exercise.

Many of the behaviors we teach our elephants, although interesting for people to watch and fun for both elephant and handler to learn, are primarily for exercise. We want our elephants to use their muscles. An intelligent animal like the elephant thrives by keeping mentally and physically active.

Exercise will consist of walk sessions (A to B), leg lifts, moving objects, and a variety of other trained behaviors. (See Behavior Enrichment)

**Trailer Training:**

At this time we do not possess an elephant hauling trailer or shipping crate. Future training will consist of making it routine to load elephants into shipping equipment.

**Diet:**

The brand and amount of diets are to be chosen by the Mammal Curator, Veterinarian, and Elephant manager. These diets are to be followed exactly. All supplements will be measured daily to ensure consistency in dosing. Diets can and will be changed as needed by discussion of the above-mentioned individuals.

Clean, fresh water must be available to all animals at all times unless otherwise indicated by the veterinarian. Animals are not allowed to fight over food, therefore they are to be fed in separate locations and observed while eating. Timothy and Sudan hay are to be fed free choice and fresh browse fed daily if available.

**Enrichment:**

Behavioral enrichment is a priority. Enrichment includes training, eliciting natural responses (foraging etc.), social interaction, manipulating enclosure (adding sand, changing large logs etc.).

See "Behavioral Enrichment"

**EMERGENCY SITUATIONS**

In case of an animal emergency involving the health of the elephant, the veterinarian is to be notified immediately, followed by Elephant Manager, curator and the proper department heads.

In the case of fire in the elephant barn the elephants will be moved out immediately out of the barn and into the vacant yards. It is important to place the elephants in their appropriate social groupings. If a fire happens during off duty hours Security Personnel must notify the Elephant Management team immediately. Phone numbers of the Elephant Management Team are in the possession of Zoo Security.

In the event of a fire in the Bosque adjacent to zoo grounds the elephants will be moved into the barn. The elephant handlers will monitor the condition of elephants while they are in the barn. If the elephants become agitated or overly stressed the handlers will attempt to calm the elephants with food, the assurance of their presence, and a variety of enrichment items. If the fire happens during off duty hours the same procedures will apply for a barn fire.

In the event of severe lighting storms or severe weather the elephants will need to be brought in the elephant barn.

In the event of a natural disaster the Albuquerque Biological Park will follow the City of Albuquerque's natural disaster plan.

### **Emergency tools:**

Back up generator will be used for the operation of the hydraulic doors in the event of a power outage.

Also see "Safety Tools"

An Incident Report must be filled out for all cases in which elephants show aggression toward keepers or the public, regardless if any injury actually resulted.

### **ELEPHANT RESTRAINT CHUTE (ERC)**

The elephant SSP recommends the installation of a restraint device in all AZA institutions. The Albuquerque Biological Park has a hydraulically operated elephant restraint chute. Elephants are walked in and out of the chute on a regular basis and rewarded for behaviors performed (i.e. ear presentation) within the chute. The chute enhances our ability to manage our elephants in a safe and positive manner.

The training in the ERC includes:

- Husbandry procedures
- Veterinary procedures
- Reproductive procedures

The use of the ERC requires at least two handlers. One to work the elephant and the other to operate the doors. Communication between the handlers during this operation is imperative. Do not start this procedure before understanding what will be happening in the ERC.

When working elephants in the ERC it is important to know where the elephant's trunk can reach, also understand what their capabilities and limitations are. The elephants are trained to keep their extremities inside the ERC, unless they are asked for a specific behavior. At no time will the handler put any body part other than hand(s) into the ERC while the elephant is secured. When working with the head of the elephant in the ERC the handler must be aware of the trunk and tusks position. Keepers may only work a calm animal. Do not compromise your safety.

Most of the husbandry done on the elephants will require that the restraint bars are placed behind the elephant. At this time when the females are worked in the ERC it is not

necessary to use ropes on their legs to secure them. The bulls must be roped on all legs when doing any husbandry procedures.

If an elephant does not want to go into the ERC for whatever reason, it is important that steps be taken to encourage the elephant to cooperate in going into the ERC.

- Determined why the elephant will not cooperate
- Incrementally step the elephant back into the ERC
- Do not trap the elephant (unless the situation necessitates it)
- Do not rush to accomplish this task
- Reward them generously when they do cooperate
- Reassure the elephant while elephant is in the ERC
- Let the elephant out as soon as possible
- Make this as positive as possible

The use of the ERC as an exit/entry point from the barn will be used on all the elephants, on an every other day basis. When let out of the barn through the ERC all elephants will be lock in for a brief time and then let out. When bring in the elephants, it is not necessary to lock them down. When the elephants cannot be locked down, note it in the elephant logbook and notify the Elephant Manager as to the reason why.

All interactions with the elephants while they are in the ERC must be as positive as possible.

## **ELEPHANT DAILY ROUTINE**

### **General Notes:**

The daily routine is meant as an outline only. The outline is not etched in stone. The daily routine may vary according to staffing, animal procedures, weather conditions, and many other factors. Keep in mind that activities should remain as **consistent** as possible. The outline allows for a great deal of freedom and free time. It is the responsibility of everyone to keep busy with projects, working with the elephants, keeping the barn orderly, etc. **The barn work is based on the team concept: while everyone has responsibilities, everyone is expected to help everyone else and pitch in to complete all tasks. It important that the all the team knows their roles. Efficiency is the key to the success of our program. Efficiency means that we make every move count. Think about what is going to happen next before you proceed to do the next task. Going back and forth wastes time and will take away from the time needed to care for the elephants. Be always flexible and always be ready for any and every situation that may occur.**

### **Barn Daily:**

- Check on all animals assigned to the area.
- Read the daily log from the previous day. Check for recent memos and notes on keeper information board (located in diet preparation area) and the elephant log notebook.
- Have a short group meeting prior to starting the morning procedures so that the **team** is on the same page.

- \*The elephants will be of first priority to be cleaned unless other wise directed by the Elephant Manager or Mammal Curator.
- Move the elephants to appropriate areas for cleaning (Stall configurations are noted on a stall set up board located in the diet prep area).
- During the warm months when the elephants are kept out at night move the elephants to the appropriate yard or stalls.
- Do not put non-compatible elephants together.
- Prep for baths/diet prepared
- Clean stalls/ Clean yards.
- Bathe elephants/set up yards.
- Perform other husbandry procedures as scheduled.
- Move elephants to their appropriate yards/shift elephants in the barn for baths
- Move elephants out to their yard
- Shift the elephants from yard to yard as scheduled
- Clean the barn/clean and feed other animals assigned to the area.
- Perform a AM work session around 11am (This work session can be dropped due to time constraints due to the assignment of other projects)
- Night time barn/yard set up.
- Cut up diets/Prepare PM diets/Clean items used for the day/Clean up diet prep area/Clean hay and dump area/perform other assigned duties.
- Perform PM work session when possible.
- After the work session interact and answer question from the public.
- Fill out appropriate paper work.
- Bring in the elephants (the bring in time will vary according to weather, help, and time of year).

\* Due to number of yard shifts during the day refer to enrichment schedule book as to when this will be done

\*Break times are set for 10am and 3pm daily. Breaks can be taken at different times as allowed by the Elephant Manager.

\*Lunch Times are set for 12pm and 1pm daily. Breaks can be taken at different times as allowed by the Elephant Manager.

Again this daily routine outline is not etched in stone. It can be varied as long as all the essential tasks are preformed to standard.

### **Barn Cleaning:**

- Close all hydraulic doors with space for keepers to go through.
- Squeegee any hay and fecal matter into piles and shovel into cart.
- Hose each stall carefully, be sure and get packed hay out from between doors five and three. Rinse out nelson water bowls (take apart and bleach every 2 weeks) and hose hay out of water bowl area.
- Bleach all stalls using ½ a gallon of bleach to two gallons of water in sprinkle can.
- Squeegee debris off drains and shovel it into cart. Dump cart in outside dumpster.

- Using the quick connect foaming apparatus, spray chlorofoam on all barn infrastructure (bars, doors, gates etc.). Scrub barn. Pay special attention to lock areas, hinge areas, and Donna's stall.
- Rinse, bleach, and scrub elephant restraint chute area as needed.
- Rinse shovels, squeegees, and fecal carts daily, bleach and/or chlorofoam as needed.
- Rinse chemicals off of all surfaces very well.
- Hose off drains and throw remaining debris into dumpster.
- Hose diet preparation area and bleach as needed (one to two times per week).
- Put down evening hay ration, and set doors for walking elephants in.

At times there may be temporary employees working in the elephant barn. They will not work the elephants. Their position will be to help with everything that is needed for the daily operation.

These employees are not allowed to:

- Talk with the elephants
- Touch the elephants, unless given permission and a elephant handler is present
- Be within trunk distance to the elephants when an elephant handler is not present.
- Will not be trained to work elephants, unless their status changes.

#### **Work Sessions:**

Am/PM work/enrichment session is an important daily event for both keepers and elephants. Work exhibits animals first. **Turn off hot wire to avoid accidentally shocking keepers or elephants.** Be aware that the public is watching and will have questions, be polite and professional. Take your elephant through a series of behaviors. If the animal performs well, give her extra praise and a piece of fun fruit (pear, melon etc.). Be prepared to use time out if the animals are not responding in an appropriate manner, and if necessary call off the session. **Always end on a positive note**, and keep in mind it is better to leave the elephants wanting more. **Remember to turn hot wire back on.** Give elephants hay.

Back yard elephants can be worked in the yard or brought into the barn (plan ahead for this, do not put out evening hay). Take your elephant through a series of behaviors. Follow same guidelines as yard work. Now is also a good time to do foot care if there wasn't time in the morning. **Remember to turn hot wire back on.** Give elephants hay.

#### **Yard Shifts:**

Follow the schedule as prescribed in the enrichment book. This can change due to time constraints or other mandated priorities.

**Yard Lay Out:**

Yard 1 is east of the barn with the small pool, Yard 2 has the large pool, Yard 3 in the transfer yard consisting of East and West sections, and Yard 4 is the large yard west of the barn.

**Elephant Let Out:**

It will be necessary that the handler letting out elephants at times will be required to close a manual gate. An ankus/guide must be close hand to the handler working the elephants and the second keeper has visual contact with in close proximity.

**Elephant Bring In:**

Rake or sweep debris off the elephants' backs. This can be done by lying the elephants down (off exhibit yard) or having the elephants lean in and then swept off (exhibit yard). Bring in appropriate elephants to the set up for the night.

**Close Up:**

Clean the yard. Clean the pool as scheduled. Turn off the hot wires. Secure the doors, turn on video recorder, turn on heat lights for video recording, and turn off lights. Check barn to ensure that there are no items within the reach of the elephants and that all doors and locks are secure, fill out keeper reports, say good night to the elephants.

Items to remember for a particular season:

**Warm weather season:**

- \*The exhibit elephants need to be out by at least 9am.
- \*The pools must be cleaned as necessary.
- \*Sump pits must be cleaned once a week.
- \*From Memorial Day to Labor Day the zoo is open till 6:00pm on weekends and holidays.
- \*Special events are scheduled through out the season; begin bringing elephants in as specified by the animal event supervisor.
- \*Utilize fresh browse as much as possible.
- \*The elephants may be left out over night if the weather permits (no severe lighting storms in the forecast).
- \*Give the elephants mud wallows during hot afternoons.
- \*Apply fly spray to elephants as needed.
- \*Set up flytraps in designated areas.

**Cold weather season:**

- \*Allow elephants to dry as much as possible before putting them out.
- \*The temperature for letting the elephants out can be no lower than 20 degrees if they are totally dry and there must be no wind chill.
- \*On very cold days, the elephants may be put out for short periods of time. Follow protocol. If in doubt contact the Elephant Manager or Mammal Curator.

\*Elephant extremities are prone to frost bite. It is imperative to keep a close eye on their condition.

\*Pool does not need to be filled on a regular basis.

\*If elephants must be kept in for long periods of time, shift elephants to clean and provide them with clean stalls as much as possible.

\*The zoo is closed on Thanks Giving, Christmas, and New Years Day. Put elephants out (weather permitting), clean barn, than bring them back in. Keepers go home at twelve noon.

## ELEPHANT BATH ROUTINE

### General Notes:

1. The handlers will be assigned elephants by alternating from the day before assignment. Handlers who come off their days off or vacation will generally not work elephant until the following day. This may not apply when the area is not fully staffed.
2. During the bathing routine each handler should inspect the entire elephant for signs of injury, skin problems, etc..
3. Do not stick your extremities; arms, head, body in with the elephants will bathing them
4. Do not direct hose spray directly into elephants' eyes or ear holes.
5. **Be consistent!** You set the standard, not the elephant.
6. Remember each elephant is an individual and has unique characteristics. Approach them in this manner as you work them for their baths.
7. Be efficient when bathing the elephants appreciate it.
8. This is an opportunity for the handler to spend some quality time with the elephants they are bathing. Take advantage of your situation and make your opportunity count.
9. A temporary employee is not allowed to assist with a cable bath.
10. Irene is not asked to stretch due to her arthritis, but she can be laid down.

### **Bath procedures:**

There must be at least **two** elephant handler present in order for the elephants to be bathed. The location of the baths will be determined by the stall set schedule or the circumstances that dictate a change from the schedule.

Each elephant handler will be assigned elephants for the bath routine. This person gives all commands, interprets the elephants responses, and rewards or disciplines as needed. A second handler or keeper can assist by hosing, scrubbing, and following the lead of the handler commanding the elephant.

Dual baths can be done as long as both elephants are bathed next to each other in their adjacent stalls or stall and cables.

The areas in which the elephants are to be bathed may be different for day to day. Check the stall board as to where each individual elephant will be bathed.

After a successful completion of the bath routine, the elephant will receive its morning grain ration. At this time, foot soaks, and other topical medications will be given.

It is always important to end on a good note.

**Bath command order:**

- Lean In
- Stretch/Down
- Foot/Pad
- Other side
- Lean In
- Foot/Pad
- Line Up
- Back
- Head Down
- Move Up
- Trunk
- Big Mouth
- Get-Around
- Soak Your Tail
- Get-Around

\*Note: The boys are asked for the “Food/Pad” command in order to rinse their feet.

-The starting point with any routine is the command “Steady”. The command “Steady” will be given after the release command. All commands are released by the command “Alright”.

-The bath routine may alter in order to keep the elephant from going into auto pilot.

For Commands see “**Verbal Commands**”

**Shifting Elephants**

The elephants will be shifted to the areas needed for the daily routine. The elephants must be moved in an orderly manner. Communicate what is needed prior to shifting the elephants. One handler will move the elephants and the other handler or assistant will operate the doors or gates. The handler that is working the elephants must insure that the elephants do not get their trunks pinched by the moving doors.

Also see “Door Operation” and “Yard Shifts”

## Foot Care

### General Notes:

The following procedure may be performed as indicated by the Elephant Manager. Foot care requires practice and patience. The Elephant Manager will give training and supervision. The handler must be cleared by the Elephant Manager prior to attempting foot care with out supervision. There must be two people present (the handler/manicurist and one keeper in close proximity) in order to perform footwork. Foot work a can be preformed on one foot or multiple feet. Footwork also can be preformed at the stalls or in the ERC.

Foot work must be logged in the foot care notebook and if needed pictures can be taken of the feet that were worked on. The pictures must be filed with the foot care notebook.

### Set-up:

1. Hose floor area to be used.
2. Set up foot care stool in assigned area.
3. Have on hand hoof knives, file, bucket, scrub brush, spray bottle of Betadine, and hose.

### Procedure:

1. Bring elephant into the stall or ERC and line her up in front of footstool.
2. Front Foot
  - a. Give the "foot" command and have the elephant place foot on the stool so that the pad is exposed as close as possible to a right angle to the floor.
  - b. The manicurist will rinse, pick and scrub until all surfaces are clean. Use hoof knives to open up and bevel the edges of any cracks. Use file to round nails, clean up cuticles, and take off any excessive pad. Put Rainmaker on nails, and/or spray pad with Coppertox if needed.
  - c. The elephant be should release for breaks as needed.
3. Repeat the same procedure for the opposite front foot.
4. Handler asks elephant to "get around."
5. Back foot
  - a. Give the "back foot" command and have the elephant place the back foot on the stool so that pad is at a right angle to the floor. Ankle will rest on footstool.
  - b. Manicurist will rinse, scrub, and pick so that all surfaces are clean. Use hoof knives to open up and bevel the edges of any cracks. Use file to round nails, clean up cuticles, and take off any excessive pad.
  - c. The elephant should be release for breaks as needed.
6. Repeat procedure for opposite back foot.
7. Release elephant into stall or yard.
8. **Sharpen the knives right after the foot trims are done.** A sharp knife is critical to the success of this procedure.

## DOOR OPERATIONS

It is important for the individual operating doors to be aware of the location of the elephants. The door operator must be familiar with the location of each door, its corresponding control lever, and where the door is located on the view screen. This familiarity is essential because the door operator is responsible for ensuring that the elephant does not get any body part caught in the door, that the proper door is opening and closing, and that the handler is in a safe position. **It is also important that the handler and the door operator are communicating clearly so that no mistakes are made.** The door operator must be cleared by the elephant manager before they can go solo when operating the doors. If a situation arises where an untrained individual is needed to operate the doors, it is imperative that the elephant keeper present gives step-by-step instructions.

## Manual Gates

Due to the current set up of the yards and barn it will be necessary to open or close a gate with an elephant(s) near by or in the vicinity. Therefore it is imperative when operating the manual gates that the handlers involved with opening or closing a gate(s) with an elephant on the other side that **safety is the governing force.** Do not attempt this procedure without the handlers first consulting with each other as what will be done. The following list of steps must be enacted when the manual gates are used.

- The handlers involved must have radios
- Communication between the handlers as to this procedure must happen before this is attempted
- All other gates or doors must be set up before the moving of the elephant takes place
- One handler must open the gate and the other will work the elephants
- The gate operator needs to carry an ankus/guide
- The elephants must be moved away from the gate(s) to a safe distance before the gate is opened
  
- The handler operating the gates must keep the handler informed as to the status of the gates and when to release the elephant(s).
- Close the gate(s) when the elephant(s) have moved past.
- The handler operating the gates must once again communicate to the other handler as the status of the gate(s)
- It is not necessary to lock the gates immediately, just slide the bolts in place so the gate(s) are closed
- When the elephant(s) are in a safe position the locks on the gate(s) can then be secured

\*Note: During cold weather when the ground is frozen, some of the gates that rest on the ground will freeze to the ground. It is important to free the gates up prior to moving the elephants in the area(s) to be used. Also have the gated opened opposite from the

direction the elephant will be moved. This allows the gate to be closed directly behind the elephant as the elephant is moved through the gate. Stepping behind an elephant(s) in order to close the gate(s) brings the handler in the same space as the elephant. It is important that this done in a manner so that elephant is moving away from the gate and not stopping or turning around. If the latter occurs do not attempt to close the gate until the elephant is at safe place.

## **GENERAL MAINTENANCE**

- \*Locks; oil and check once a month
- \*Manual gates; check and lubricate once a month
- \*Hydraulic doors; check for hydraulic oil levels, leaks in the hydraulic lines and controls, and ensure the wheels are rotating on the track
- \*Hydraulic pump unit; check reservoir and change filters annually
- \*Hydraulic door controls; check for proper lever operation and leaks
- \*Fire extinguishers; check to be sure they are charged once a month
- \*Drains; Flush back drains monthly (especially in summer) preventative maintenance with a drain snake annually
- \*Lubricate the wheels on the bottom of the hydraulic doors with grease every 3 months
- \*Sumps; pumped out semi-annually or as needed
- \*Vehicles; weekly inspection

## **SOCIAL GROUPINGS**

Due to the complexity of elephant social groups it is crucial that each elephant handler understands to the social groupings of the elephants that reside at the ABP. There are Social grouping for night time sleeping and for day time yard exhibits.

Night:

- Elephants will be give separate stalls if housed in the barn for the night. ( the exception is Rozie and Alice can stall together)
- Elephants that allowed to stay outside at night are: Irene and Samson, Irene and Albert, Alice and Rozie

Day:

The groupings for day time exhibit yards that are currently allowed are:

- Alice, Rozie, Irene, and Albert
- Alice Irene, Albert, and Samson

Rozie and Samson are not allowed together unless directed by the Elephant Manager. The two sets of groupings can be mixed in a variety of combinations in yard settings.

All introductions that are new to the stated social settings will be approved by the elephant manager.

All the elephants of the ABP are conditioned to being isolated from the other elephants.

## ELEPHANT PROFILES

### **Alice**

Stud Book # 15

Date of Birth: 5 March 1974

Arrived @ Zoo: 1976

Weight: 8522 pounds 6-18-08

### **BRIEF HISTORY:**

Alice is a wild caught elephant, one of four in the shipment. She appeared in several TV shows, including the Howard Cosell show. She was purchased from Dick Drake of D&D Ranch March 9, 1976, C/O International Animal Exchange. Alice was originally housed separate from the zoo's other elephant (African) Tia. In 1986, Alice was housed with another elephant (African) named Ruth for approximately a year. Alice was trained for elephant rides in 1987, to get her ready for ship out for breeding. Alice was shipped out for breeding to SD-WAP November 2, 1987. She was housed and socialized with several Asian Cows. She was bred several times between 1988 and 1990, by Ranchipur. She was returned to the Rio Grande Zoo August 29, 1991. She was then reintroduced to Tia, but housed separately at night. Alice gave birth to a healthy female calf (Rozie) on November 8, 1992. The birth was not witnessed by any of the keeper staff since Rozie was born early in the morning. While giving birth, Alice was chained in her stall on a wooden pallet floor. When the calf was found, Alice had no reservations to having the keeper staff interact with her and the calf. From the time of Rozie's birth till April of 1993, Alice had no physical contact with Tia, and remained inside during this time period. Alice and Rozie were introduced to Tia with no trouble in the summer of 1993. In January of 1995, the herd was moved to the new elephant barn. In 1996 Tia died and it took Alice a few months to get back to her normal self. On July 7, 1998, Donna (African) and Irene (Asian) were moved into the barn with no physical contact. In January of 1999 the Albuquerque Biological Park switched from a free contact to a protected contact management style. Irene was introduced to Alice on February 1, 2000 with no problems. Donna was not introduced to Alice due to incompatibly. Many significant events occurred in Alice's life in 2003; She was reintroduced to Irene with no problems, she was reproductively assessed for the second time, she was introduced to Samson and Albert in November, Donna departed, and she became the dominate elephant of a 2.5 herd. Alice and Irene had to be separated due to a fight between Rozie and Irene. At first no aggression was seen between Alice and Irene, but this changed as tension in the barn became a continuous factor. Though Alice and Irene are not allowed to have access to each other, they will try to get at each other from their catty corner stall setting. As of now this behavior has diminished significantly. The young bulls are alternated with her and Rozie every two days. Alice is still lactating due to allowing Rozie to nurse up to her twelve birthday. Alice would still permit Rozie to nurse if not for Rozie's size. Because of this lactation she has had several cases of mastitis since Rozie's birth. And as a proactive measure we are milking her two times a day. Alice has been exposed to a TB positive elephant (Irene).

Due to a successful reintroduction regiment of Alice, Rozie and Irene all three are doing well together. Alice has been trained to be artificially inseminated (AI). She has had three AI's performed on her. (6/06, 12/06, 2/07) She has not as of yet become pregnant.

**BEHAVIOR PROFILE:**

Alice is our dominant Asian cow. She is the mother of one calf. Alice is a creature of habit who responds well to a consistent daily routine, and responds poorly to change. When there is a major change in the routine, she will go into a void that has proven to be a challenge to bring her back to a proper working mentality. This behavior was a regular occurrence when the switch from free to protected first occurred. Estrus also makes her prone to this behavior. Currently Alice demonstrates this occasionally. Alice was an excellent free contact animal, but as stated she had trouble with the switch to a protected contact system. Now that she adjusted to the protected contact system she is doing very well. Being that Alice and Rozie have been together since Rozie's birth, she would become tense at times when she was separated from Rozie. Alice has come a long way with being separated from Rozie. When Rozie is absent, Alice does not mind the separation. She is a fast learner, and enjoys being challenged. Alice will, given the opportunity, manipulate an inattentive handler. Alice is a highly social animal who enjoys the presence of her handlers and other elephants. Alice has proven to be a good (and slightly over indulgent) mother to her calf, Rozie.

**Rozie**

Stud Book # 337

Date of birth: 8 November 1992

Arrived @ Zoo: 8 November 1992

Weight 6911 pounds 6-18-08

**BRIEF HISTORY:**

Rozie is the only surviving offspring of Ranchipur. Rozie was born in an indoor stall, with a wooden pallet floor, with no bedding or hay, to Alice who was on chains. There were no humans present, she was found by a keeper in the morning. Keepers helped with the initial nursing until she was strong enough to do it on her own. Rozie adapted well to human contact. Rozie stayed inside from her birthday (Nov. 8) till April of 1993 to protect her from the cold. Rozie was introduced to Tia in the summer of 1993. In 1994, Rozie's free contact formal training began. Rozie was moved with the rest of the herd to the new elephant barn in 1995. In 1996 Rozie experienced the loss of the herd matriarch Tia. July 7, 1998 Rozie got her first glimpse of Donna and Irene when they were moved into her elephant barn with no physical contact. In January of 1999 Rozie's training was switched to a protected contact format. On February 1, 2000 Rozie was introduced to Irene with out incident. At the time Rozie had found a great affection for Irene. Much change came in 2003. Rozie was reintroduced to Irene in the preparation for bringing in

two 5 year old bulls and moving Donna (African elephant) to another facility. Rozie responded in the same manner as before. During October of that year she was reproductively assessed and found viable. In November she was introduced to the two young males. Initially she did not like her new companions. After a month she did settle down and enjoyed being in the new herd make up of 2.5. In March of 2004 she and Irene did get in a major fight. As of now they have not been put back together. Rozie has nursed up to her twelfth birthday, though in her latter years the nursing happened occasionally. No nursing has been seen as of the update of this profile. She gets along well with the males and is exhibited with one of the males every couple of days. It should be noted that Rozie had no physical contact with Donna. Rozie has been exposed to a TB positive elephant (Irene).

Currently Rozie and Irene are doing very well together due to a successful reintroduction regiment. She is now allowed minimal contact with Samson due to Samson's timid nature. She takes advantage of this and will chase Samson around the yards. In November 07 Rozie was successful artificially inseminated. Her baby is due around September 09.

#### **BEHAVIOR PROFILE:**

Rozie is the only calf born at the Albuquerque Biological Park. Rozie is a rambunctious, smart, playful young elephant. She has done well in the switch to protected contact. Rozie enjoys training sessions when they are well thought out, but can be easily frustrated by an inattentive handler. And due to frustration she will get punchy and agitated. If her handler is giving off high energy and is frustrated, she will feed off it and can become uncooperative. She will ignore a handler that is not in tune with her disposition. Though the bath routine is not her favorite routine, she will perform her bath behaviors in a proper manner. Rozie has no problem with being separated from Alice and does not mind being by herself. Rozie enjoys a lot of affection from her keepers. Rozie has had the ability to manipulate her mother and Irene, with a scream or with low tone rubble. Overall, Rozie is a well adjusted young elephant calf who responds well to her training regime.

#### **Irene**

Stud Book # 523

Date of Birth: 1967 +/- 1 year

Arrived at the Zoo: Aug 1997

Weight: 7553 pounds 6-18-08

#### **BRIEF HISTORY:**

Irene was owned by Great America Circus, and was leased to King Royal circus. While traveling through Albuquerque she was confiscated by the Albuquerque Police Department (along with Donna, and 8 llamas, another African elephant was already dead). Irene performed in circuses for most of her life and gave rides. Over the years she

has been exposed to many different elephants, both Asian and African. Upon her confiscation, Irene and Donna were housed outside at the north facility. In September of 1997 they were moved to the zoo and housed in the new Rhino barn. They were then moved into the current elephant barn on July 7, 1998. On February 1, 2000 Irene was introduced to Alice and Rozie. Irene became very fond of Rozie. In late 2000 Irene was found to be TB positive. Because of this situation Irene could no longer be put with Alice and Rozie. For a year she underwent treatment for TB. To this date all her trunk washes have been negative and she has shown no physical effects of this disease. In 2003 Irene was reintroduced to Alice and Rozie, introduced to two young males (Samson and Albert), and the moving of Donna to another facility. Irene showed no remorse at the departure of Donna. Irene became the aunt of the two young bulls. She has established a good relationship with the boys. The herd of 2.5 all did very well until March of 2004. She got into a serious fight with Rozie. At that point she had been separated from Alice and Rozie. Irene used to be stalled catty corner to Alice and Rozie and was not allowed to be stalled next to them. Because of the reintroductions to Alice and Rozie, she enjoys the company of her fellow cows in the yards and can be stalled next to them. Though in the past she has demonstrated aggression towards Alice and Rozie, this behavior has diminished. When the aggression was at its peak she would try to get at Alice by standing on her hind legs and grab at Alice's trunk from over the stall walls. The boys use to be her only company. T this time Albert on occasion may be put in the same stall with Irene for sleeping. Irene does have a problem with bloating, and due to this she is not given any rich grasses in large amounts. She is arthritic in her rear legs and therefore her stall has a rubber matted floor.

#### **BEHAVIOR PROFILE:**

Irene is a slow moving, methodical elephant. She thinks a lot before she reacts. Her mind is constantly going; she seems to weigh her options at all times. She will get confused and get lost as to what she is asked to do. Irene is untrusting of new people, and it took almost a year for her to be comfortable with her handlers here at the zoo. But as time has gone by Irene has become more stable and trusting due to the consistent training and care given to her. She is not fond of children, and she will get irritated with her handlers that do not understand her. Irene was a good free contact animal, and has done well with the switch to protected contact. Her early training had to be taken in slow precise steps to allow her to be comfortable with what is going on around her. Due to her physical condition she is not asked to stretch. Irene footwork sessions have greatly improved over the last two years. Irene will get along with other elephants as proven by her history. Irene does like to play with water when it is sprayed at her head. She does get excited at various unusual noises that occur from time to time. Peacocks that come into to the yard also get her going.

**Samson**

Stud Book # 514

Date of Birth: 5-4-98

Arrive at the zoo: November 19, 2003

Weight: 5095 pounds, as of 6-18-08

**BRIEF HISTORY:**

Samson was born at African Lion Safari in Canada. His mother is Kitty and the sire is Calvin. The environment he grew in was the best you can get for an elephant in a captive setting. He had the opportunity to socialize with many different elephants (adult bulls and a varied age of females), and to grow up with other baby elephants. His experiences involved walks around the park, which included a daily dip at the parks lake, and the opportunity to enjoy forging in the trees in the park grounds. He was used in the elephant show and was trained in the necessary husbandry needed for properly caring for an elephant. He was also trained to get on and off a trailer. The management style he was trained in was free contact. This training started after he was a year old.

He arrived at the Albuquerque Biological Park with his half brother in November of 2003. Both were unloaded from their trailer into the barn to meet their new family. They did not show any outward display of nervousness due to the presence of their handlers. They were introduced to Irene the following day. And the next day both were introduced to Alice and Rozie. The boys were then put with Alice, Rozie, and Irene in the exhibit yard. During this time they did have a brief exposure to Donna an African who was moved to Florida a few days later. Both settled in extremely well to their new home.

**Behavior Profile:**

Samson can be very laid back but can get very nervous. He is cautious in his approach to anything new. Due to his nature his confidence has to be developed. Most of the time he will cooperate with the one who is working him, but he will choose not to listen for what ever reason that enters his mind. He wants to please for the most part. His transition from free contact to protected contact was a slow step by step process. He has been trained in the ERC to accept semen collections, palpations, blood draws, tusk trims, present feet for footwork, desensitization to being touched around his body, eyes, ears, temporal glands, trunk wash, and all the behaviors needed to perform the bath routine. He is use to the varied group settings and to the different stall and sleeping arrangements in the barn and exhibit yards. Samson is doing well with his new home and his new companions. Currently he is afraid of Rozie and will run away from her when placed in the same yard. He will posture and stay next to her when he is separated to her by a protective barrier. On a regular basis he and Albert will play, fight, and try to mount each other. His dominance over Albert or vise versa depends on the day and the circumstance. The training process that works very well with him is to take small incremental steps. Occasionally he does like to be apart from the other elephants but does enjoy alone time.

**Albert**

Stud Book # 516

Date of Birth: 11-29-98

Arrived at the zoo: November 19, 2003

Weight: 4804 pounds, as of 6-18-08

**Brief History:**

Albert was born at African Lion Safari in Canada. His mother is Lily and the sire is Calvin. The environment he grew in was the best you can get for an elephant in a captive setting. He had the opportunity to socialize with many different elephants (adult bulls and a varied age of females), and to grow up with other baby elephants. His experiences involved walks around the park, which included a daily dip at the park's lake, and the opportunity to enjoy foraging in the trees in the park grounds. He was used in the elephant show and was trained in the necessary husbandry needed for properly caring for an elephant. He was also trained to get on and off a trailer. The management style he was trained in was free contact. This training started after he was a year old.

He arrived at the Albuquerque Biological Park with his half brother in November of 2003. Both were unloaded from their trailer into the barn to meet their new family. They did not show any outward display of nervousness due to the presence of their handlers. They were introduced to Irene the following day. And the next day both were introduced to Alice and Rozie. During this time he did have a brief exposure to Donna an African who was moved to Florida a few days later. The boys were then put with Alice, Rozie, and Irene in the exhibit yard. He has adjusted well to his new home.

**Behavior Profile:**

Albert is a very confident elephant. Since the time he came to the zoo until now he has been very stable. Albert is straight forward and confident in his approach to anything new. And because of his nature he will get into trouble with the older cows. The switch from free to protected contact was a slow process due to his new found freedom of choice. And because of his nature, he could be difficult at times to get him to do what was needed until he realized that he would receive positive reinforcement. He has been trained in the ERC to accept palpations, blood draws, tusk trims, present feet for footwork, desensitization to being touched around his body, eyes, ears, temporal glands, trunk wash, and all the behaviors needed to perform the bath routine. He is used to the varied group settings that are used and to the different stall and sleeping arrangements for both the barn and exhibit yards. Albert is doing well with his new home and his new companions. He does have a fondness for Rozie. On a regular basis he and Samson will play, fight, and try to mount each other. His dominance over Samson or vice versa depends on the day and the circumstance. He works well for treats and will look to please his handler if the handler knows where he is coming from.

## **Bull Management**

Bulls that are housed at the Albuquerque Biological Park will be handled in a “Protected contact” system. At present two young bulls, “Samson and Albert”, are housed in the same barn with the females. Both can be put with each set of females in the stalls and yards. Due to their age and demeanor they are handled in a similar fashion as the females. This practice will change as these males become more mature. It will be the handlers responsibility to report these changes immediately to the Elephant Manager.

Adult bulls will not be housed in the same barn as the cows. Future expansion of the elephant area will include a bull barn with the capacity to hold 2 bulls with separate yards for each of them.

### **Adult bull elephant housing and handling procedures.**

- Boundaries will be set up on how close the bulls can be approached
- Specific areas will be designated as to where they are trained and worked
- No physical contact will be made with a bull unless it is in the training area or ERC
- Two handlers will perform all husbandry, medical, and reproductive procedures
- Never approach a bull in aggressive manner, nor reinforce aggression toward the handler, public, or other elephants
- During “Musth” the bull(s) will be left alone unless other wise directed

Our purpose for housing bulls is for breeding. The elephant handlers must be aware of bull interest in a cow and any breeding activity. Report it and record it. Procedures for breeding will be further developed and incorporated into the elephant protocol at a later date.

See “ Current Training Policy” for training of the bulls.

## **Reproduction**

1. Reproduction is in our future. Therefore a protocol for breeding (natural and Artificial Insemination), pregnancy, and parturition will be developed.
2. Reproductive assessments, blood serum, and urine collection will be done in order to know the reproductive status of the elephants at the Albuquerque Biological Park.
3. Reproduction by the use of semen collected from our bulls will be used for insemination and research.

## **Behavioral Enrichment**

The goal of the enrichment program is occupy the elephants when they are not in the presence of the their handlers, eliminate unwanted behaviors, diffuse excess energy, and discourage negative herd interactions during training sessions. Enrichment is a daily occurrence and it is always evolving. As with any science there is still much more to learn and accomplish.

A schedule of enrichment is located in the keeper room of the elephant barn. This is to be followed unless otherwise directed.

Enrichment generally begins before the baths. Water is arced into the stalls via one inch water hose that is placed outside the stall. This is a means of encouraging the elephants to release energy and therefore calming them down. Daily their yards have treats hidden through yard that encourage foraging. Other items like balls, tires, branches/logs, boxes, and various other items are also placed in the yard as scheduled. For the night various enrichment items are placed in the feeder boxes, on the cables, in the water tower, hidden around the stalls, and placed on the floor outside the stalls.

Barn Enrichment tools:

- Feeding boxes are used for hay, various enrichment devices, and enrichment items.
- Water tower is used for hay, various enrichment devices, and enrichment items.
- Cable systems are used for various enrichment devices, and food dispensers.
- Light timers are used during the night so that the lighting system can be set to come on at different intervals.

Exhibit Enrichment tools:

- Gates have access holes to feeder barrels or to hanging enrichment items.
- Wallows are made by a nozzle attached to PVC piping located out of trunk reach outside the enclosure.
- Hay barrels are tied by ratchet straps outside the exhibit yard gates. Hay tubes and various enrichment devices are placed inside the barrels.

### **Day Time Yard Enrichment:**

The Albuquerque Biological Park elephant enrichment program works on a rotation system. The elephants are rotated from yard to yard and from social grouping to social grouping on a regular basis. Elephants should not remain in any situation for more than two hours at a time (Staffing and time constraints will be taken into consideration). This provides elephants with a variety of activities and social interactions each day.

Enrichment is planned in advance by the barn manager and lead keeper in the elephant enrichment log. Each enrichment situation will take into consideration how many elephants are in the situation, location of the group, and the desired activity. Adjustments will be made as

necessary. Each enrichment situation is designed to achieve a desired activity. For example, enrichment items in the first rotation will encourage up high reaching and stretching. The next rotation will encourage wallowing and swimming behavior etc. These orchestrated daily movements will be used to encourage natural elephant behavior and optimal space utilization.

### **Night Time Barn/Yard Enrichment:**

The evening set up for barn/yard enrichment is planned in advance by the barn manager and lead keeper in the elephant enrichment log. Elephants will be placed in the appropriate stall or yard as designated by the barn manager or lead keeper. Night time hay portions will be placed in the small hay feeders. Enrichment feeders will be set up and the items within the feeders rotated daily. Enrichment activities are designed to provide longevity and activity during the night.

### **Exercise:**

Exercise will be utilized on a daily basis to help the elephants maintain healthy weights, and to increase strength and flexibility. Exercise training sessions (leg lifts, walk sessions, and push/pull sessions) will be planned in advance by the barn manager and lead keeper in the elephant enrichment log. Each elephant's age, weight, activity level and special needs will be taken into consideration.

**VERBAL COMMANDS:**

<b>Verbal Command</b>	<b>Body position</b>	<b>Cue points and comments protected contact</b>	<b>Cue point and comments Free contact</b>
Stretch	Sternal recubancy	Face to face with handler On knees and elbows	Parallel to handler
Down	Lateral recubancy	Down on side	Comes down on side closest to handler
All right		Release from previous Command	
Move up	Depends on situation	Move forward from current position	Back of left front leg above knee, Move forward with handler
Back	Depends on situation	Move backwards from current position	Front of left front leg, move back
Over	Parallel to handler	Side step away from handler	
Foot	Lift foot off ground	Handlers position near foot that is to be lifted cues the foot	Below knee of foot to bring up
Trunk	Lift trunk up	Hand signal point upward	Touch underside of trunk
No		Stop undesired behavior	
Steady	Depends on situation	All four feet on the ground, trunk down	Hold the current command
Drop it	Drop object		
Come to me	Depends on situation	Move towards handler	Move towards handler, or side step towards handler
Chain foot	Foot lifted to be chained	Foot should be clear of bars	
Drink	Be allowed to drink		
Bow	Kneels on both wrists		
Up	Come up from down position to side		
Salute	Trunk up and left front		

	foot up		
Thank you	Release completely		
Tail up	Hold tail of front elephant		
Line up	Depends on situation	Stand face to face with handler	Elephants side by side
Get around	Turn counterclockwise and stop with rear facing handler	Elephant should stay in line with handler; point to the right	
Split	Lift alternate front and rear foot simultaneously		
Change	Change split	Hard to cue, elephants can easily get confused	Touch wanted legs
On your feet	All four feet on the ground		
Pick it up	Pick up a desired object		
Drop it	Drop object		
Head Down	Lower head		Touch top of head
Sit	Sit on ground or tub		
Sit up	Sit with front feet off ground		
Easy	Relax slow pace	Helps calm frustrated animal	
Waltz	Rotate in a position counterclockwise, trunk should be up		
Break	Break from tail up position		
Tub	Front feet on tub		
Tub up	All four feet on tub		
Push	Move object with head		
Do ya	Trunk up nod head		Touch tusk
Use your foot	Move object with foot		Have trunk up
Shake it up	Shake head and body		
Hold your foot	Lift foot and hold with trunk		
Hop skip	Hop lifting alternating front legs off the ground		
Catch it	Catch stick with trunk		Trunk up
Bow	Kneels on left wrist with trunk up		
Pat it	Elephant uses end of trunk to slap object		
Lean in	Elephant leans body against bars	Handler cues direction by body position in relation to	

		the elephant's head	
Soak your foot	Elephant places foot in tub	Tub placement determines foot to be soaked	
Suck it up	Elephant sucks liquid into trunk		
Blow it	Elephant blows liquid out of trunk into air or baggie (for trunk wash)		
Let me see your beak	Elephant allows handler to hold and manipulate end of the trunk	Helpful in trunk wash situation, and tour groups	
Leave it	Leave object alone		
Big Mouth	Open mouth wide for inspection	Performed with trunk up	

#### Revised commands 2-1-02

“STEADY” - All four (4) feet on the ground and trunk hanging down. Example: a line up position with trunk down can be a steady position, a “trunk” position can not. The goal is to have as little movement as possible.

“HOLD” – Hold the desired position until the release (alright) is given. Example: “Foot” click “Hold” alright then pay.

“HANG OUT” - The elephants can move body parts and stay in the designated area as prescribed by the keeper.

“LINE UP” – The elephant will come to you and position itself directly in front of you. A correct “LINE UP” has the trunk down. Release line up if you would like their trunk up. Remember to pay attention to where you are. If you are working two elephants you cannot ask them both to line up, use “COME TO ME” and “HOLD.” Also, the elephants cannot line up at the cave in the exhibit yard, once again “COME TO ME,” and “HOLD” are more appropriate.

#### Bath routine revisions

- Talk with your elephant, reassure them, in order to help you and the elephant relax.
- Anticipate their reaction
- Know the elephant you are working with. Each responds in a different manner.
- Be ready to switch gears as you go from elephant to elephant.

#### Commands

- “Lean in” (be sure ear is inside the bars) click, pay “Steady”
- “Alright” and then the next desired behavior Alice and Donna “Down”, Rozie “Stretch”, Irene “Foot , Pad, or ear.”
- A target can be used to help Donna and Alice with the “Ear” command while in the “Down” position.
- Release the desired behavior “Alright.” Follow the release with “Steady”
- Remember that “Steady” is a command and needs to be released and restated between the commands of Foot, Pad, and Ear. Example: Irene “Steady,” click “Alright Foot,” click “Alright,” pay then “Steady.”
- The command “Hold” can be used to hold the desired behavior. Example: Alice “Half,” (from a down position) “Hold,” click when she holds the position and pay if needed then release with “Alright.”
- “Line up” is defined with the elephant’s trunk down. It needs to be released when asked for in the bath routine. Example: Rozie “Line up” click pay, “Alright Trunk.” DO NOT release the “Trunk” command when asking for “Big mouth.” So that the elephant does not drop its trunk as you walk up to pay in her mouth.
- Do not accept any behaviors done half hearted. Get what you ask for. If they do not respond properly do not reward them.

#### Irene’s Bath Hints (also good to remember with all elephants)

- Irene needs to do only the behavior she is asked to do. Do not reward her for any offered behaviors.
- Anticipate her pattern of behaviors. She will have her ear forced out when asked to “Lean in,” be prepared to push her ear in with the scrub brush so she knows what we want as we shape this behavior. In time we will be able to work this out of the routine. “Lean in,” and “Steady” during the bath routine must be completed with the ear inside of the bars.
- Do not use your hand to push Irene’s ear in.
- Do not allow long periods of time to lapse with out reinforcing the steady position or asking for the next behavior. This will help keep her from offering behaviors. She will also offer behaviors if you are not focused on exactly what you want.
- Do not pay for any offered behaviors even if you were just about to ask for it. If a behavior is offered repeatedly, ignore it and do not ask for it, so she is only paid for behaviors you ask for. Go on to the next behavior.
- If offers a behavior other than the one you asked for then the one you asked for, do not pay. Release the behavior then ask for it again. Example: If you ask for “Foot” and she offers “Pad” and then “Foot” click the foot release the foot then ask for it again. If she gives you just the foot click and then she can be paid after the release.

## LEAVING THE ELEPHANTS OUT FOR THE NIGHT

Always check: The weather conditions prior to deciding as to whether or not the elephants can stay out for the night.(lighting storms, major rain)  
: There are no scheduled events for the evening.  
: The supervisor on duty is notified.  
: Security is notified.

### **The elephants will stay out only in the exhibit yard unless otherwise directed.**

The elephants, which are scheduled for staying out for the night, will be brought into the small holding area between the barn and the exhibit yard and fed their night ration of grain. While the elephants are being brought in and as the yard is being set up, the public needs to be informed that the elephants will be back out in a few minutes. In order to efficiently perform this duty these guidelines needed to be followed.

- Two keepers must be involved and one must be an elephant handler.
- Have 2 radios if possible
- The keepers involved must communicate procedures before, during and after.
- The keeper who is working the elephants must have an ankus near them while the elephants are in the holding area. The ankus will be used in only proscribed manner as stated in the ABP elephant protocol.
- Door # 8 must left open so that a keeper can move in and out safely.
- The gate stopper must be removed and placed inside the barn.
- Have all items needed in place and ready to go before this procedure is done.
- The elephant handler must line the elephants in a position by the cave hole so that the keeper who is unlocking and opening the yard gate can do it in a safe manner.
- The keeper opening the gate will follow the gate and move into the cave area.
- Once the elephants have been lined up with their heads facing the cables the keeper working the gate will close the gate behind them, and then use the clip to lock the gate in place.
- The keeper not working the elephants will then proceed to open up the double yard gates, pick up the feces, put out yard enrichment, and ensure that hot wire is on.
- The keeper working the elephants will feed the grain ration and keep the elephants in control.
- When the keeper taking care of the yard is finished they will insure that all the tools are accounted for, close and secure the double gates, take cart to the dump area (Do Not Dump), and go the holding area.
- The gate operator will announce their arrival to the elephants and the handler, check the double yard gate for security, and wait for instructions.
- The handler will line the elephants with their heads facing the cables and then tell the gate when to proceed with opening the gate.

- The gate keeper will unclip the latch without losing eye contact with the elephants, open the gate by pushing it toward the yard, and exiting that area through the opening in door #8. Do this in a manner that limits your body in the same space as the elephants
- The handler will move out the elephants in a controlled manner, line them up in a safe position, and tell the gate keeper when to close the gate.
- The gate keeper will close and lock the gate.
- Check the locks, turn on the water to the drinker, drain the pool if needed, and put out the hay by the north and south yard gates.

The keepers The time frame for doing this should allow the feces in the yard to be picked up, enrichment put out, and give the keepers involved ample time to perform close up duties.

### **Responsibilities:**

The elephant handler: Insure everything is in its place  
Communicate to the other keeper(s) involved as the elephant's position  
Know what is going on with the elephants and keeper(s) at all times  
Keep the elephants positioned so that the gate operator is safe  
Keep the elephants in control  
Keep yourself in a safe position

## Protocol One Elephant Keeper

- Do not touch the elephants unless another keeper is present.
- Do not scrub the elephants. Use the hose to wash them down while standing beyond trunk reach.
- When giving the elephants their e-cell apple or a jackpot reward do not place it in their mouth. Place it on the ground.
- Do not scrub the bars; just bleach the floors and rinse.
- The elephants can be worked to do the necessary behaviors in the stall or the yard as long as a keeper is present and you are standing at trunk distance.
- In order to put the elephants out, a door operator (keeper) must be present. Communication is important. **The door operator must be instructed before hand when and which door(s) need operating.** The door operator can assist with the rectal medication and working with Irene's ears.
- In order to close the yard gate, the elephant keeper will release the elephants from the stall and come behind the yard gate. Once the elephants have passed by, close the gate behind them. Have the hay in view of the elephants on top of the rock along the east wall. That way they will go to the hay and away from the gate.
- Do not compromise your safety. Your body parts must stay in the protected area, outside the elephant's space.
- Do not do any husbandry procedures.
- Follow the procedures as stated in the elephant protocol.

## TRUNK WASH PROCEDURE

The elephants must have been fasted of water for 2 consecutive hours before this procedure is to be done. No bathes are to be given.

**Alice:** She likes to blow out the saline after it has been injected, so a few practice runs need to be done first. Ask for a beak, pay, place the syringe in each nostril, at the same time have the bag ready, pull the syringe out, put her trunk end in the bag, and give the command to “blow”. Alice will then be ready for the real trunk wash. Do the same as stated but inject the saline in both nostrils in a quick manner. Give her a jackpot (AM diet) reward when she has done this successfully.

**Rozie:** She is very touchy about this procedure. Do the same as with Alice, but when holding her trunk hold it firmly but not too tight or she will fight you.

**Irene:** She is very sensitive and therefore hesitant about her trunk being handled. Use caution and work her with the ankus/guide. Stand on the side of non-moveable wall of the ERC. Ask for beak, she will hesitate, and then use the ankus to pull her trunk gently toward you. Hold the end of her trunk and do as with the other elephants.

**Samson/Albert:** This procedure is done in the ERC. To keep from handling their trunk a round cardboard tube is used. The boys will be given the command insert their trunk in the tube that is held by one of the handlers. The syringe will be inserted into one of the nostrils, the command to “hold” is given, and then the boys will be released with the “alright” command. A zip lock bag that has been placed over another tube will then be placed in a position to where the boys can place their trunk in it and given the “blow” command. Reward after this procedure has been successfully performed.

Use caution and sound judgment when performing this procedure. If the situation arises that makes the trunk wash unsafe, don't do it. Notify the Elephant manager or the supervisor on duty immediately.

## The use of the Ankus/Guide

The ankus/guide is tool and not a weapon. No one will be allowed the use of the ankus/guide unless approved by the Elephant Manger. This tool is limited to specified area as stated. Use beyond the stated areas must be approved by the Elephant Manager. Misuse of the ankus/guide could result in disciplinary action up to and including termination.

-No one is allowed to use the ankus/guide unless the Elephant Manger has approved the individual.

-The use of the ankus/guide is limited to the area between the stall and the ERC, and the ERC. The door from the stall must be closed in order for the ankus to be used.

-The ankus/guide will be used when the elephant handler who will be operating the gates.

-The ankus/guide is to be used as a means of positioning the elephant when doing a needed procedure in the area as stated above.

-The ankus/guide will reinforce the given command for the desired behavior; if the elephant does not respond to the verbal command, place the ankus/guide on the appropriate area of the elephant's body and cue.

HEAD: bring in closer, cue under the chin.

: move away, cue outside the sulcus.

FEET: **front**; lift up a foot, cue just above the area were the pad meets the back of the foot.

**Back**; lift up a foot, cue just above the nail area.

**FORWARD**: cue underneath the back of the front leg.

**BACKWARD**: cue on the top part of the front leg, just below the head.

**STEADY**: cue on the inside of the front leg or underneath the chin.

-Do not overuse the cue with the ankus/guide otherwise the ankus will lose its effect.

**EAR**: cue underneath the back of the ear where the ear meets the head.

**The ankus/guide will not be used on the bulls.**

## **Dos and Don'ts for Elephant Keeper Trainees**

- Do know that safety is top priority for yourself, the animals and others
- Do understand that safety is an attitude
- Do be observant of **everything** that is going on in the barn
- Do ask questions
- Do see yourself as a professional and example
- Do see yourself as a *team member and not just an individual*
- Do see that you are important to the quality of life of the elephants
- Do see that every time you are working around and with the elephants you are training
- Do know, working elephants can be very dangerous, but there is great reward working elephants
- Do see that your attitudes and actions effect your team and animals
- Do see that verbal and written communication is very important, communicate with one another
- Do see that constructive critiquing is an means of building up and not an personal assault
- Do set yourself up for success
- Do treat the elephants with respect
- Do understand that an elephant can read you and is studying you
- Do be flexible and quick to adapt
- Do know how to pick your battles
- Do keep your mind focused
- Do know when to give a time out to the elephant as well as for yourself
- Do learn to read body movement and the look of the eyes
- Do know that most of the time when the elephant gets confused it is a lack of communication
- Do know when to pay and when to click
- Do know that treat placement is key
- Do know when to jackpot
- Do know that treat size and shape are important
- Do see that the elephants enjoy your presence
- Do be up to challenges and tests, they build confidence and show what you need to do the next time
- Do see that everyone giving the best they can makes a great work atmosphere

- Do know your limitations
- Do be *pro-active with ideas and projects*
- Do know the barn set up and all the operation of all gates and doors
- Do understand that you will not pick up everything right away
- Do understand that sometimes you will not understand
- Do know that you will learn only what you want to learn
- Do know that you will always be learning
- Don't let yourself panic or get to frustrated it only freezes your ability to think
- Don't let yourself get set up
- Don't be afraid of *making mistakes, concentrate on what needs to be done*
- Don't talk to any of the elephants until cleared by the Elephant Manager
- Don't leave any tools, objects, or hoses in the reach of the elephants
- Don't leave the barn with elephant in it with out insuring that nothing can be grabbed
- Don't get near the elephants unless you are with an elephant keeper
- Don't do anything with elephants with out be told
- Don't stick any of your body parts in the space were the elephants are
- Don't get complacent, that's when you get hurt