
LOS ANGELES ZOO
ELEPHANT MANAGEMENT PROGRAM
PROCEDURE MANUAL
(updated 1/1/04)

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LOS ANGELES ZOO ELEPHANT MANAGEMENT PROGRAM

SIGN OFF SHEET

This protocol is in effect immediately and is to be followed until another protocol supersedes it. Any elephant protocol must have the signature of the 1) Zoo Director 2) General Curator 3) Curator of Mammals 4) Principal Keeper designated as the Elephant Manager and 5) the Lead Elephant Keeper. Any changes to these procedures must be approved by the above staff before being implemented. Any general/temporary amendments pertaining to daily work routine should be in writing and be signed off by the Lead Elephant Keeper, the Principal Keeper and the Curator of Mammals.

Zoo Director:	_____	date: _____
General Curator:	_____	date: _____
Curator of Mammals:	_____	date: _____
Principal Keeper: (Elephant Manager)	_____	date: _____
Lead Keeper:	_____	date: _____

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Updated: _____

LOS ANGELES ZOO ELEPHANT MANAGEMENT PHILOSOPHY

It is the philosophy of the Los Angeles Zoo that the elephants housed here shall be cared for in a manner meeting and exceeding the AZA "Standards for Elephant Management and Care". The Los Angeles Zoo has created an environment that promotes flexibility and safety for the elephants and the employees. The hydraulic door system allows elephants to be moved through the facility and restrained when necessary for husbandry and medical procedures remotely. This has eliminated the need to chain the elephants for long periods during the night and allows us to give them 24-hour access to their yards as long as weather permits. In addition, the training methods used to condition behaviors concentrate on positive reinforcement and do not include unacceptable methods of discipline.

It is our intention to continue to develop a management program that encompasses the benefits offered by "protected contact" (handling of the elephant when the keeper and the elephant do not share the same unrestricted space), "free contact" (direct handling of the elephant when the keeper and the elephant do share the same unrestricted space) and "confined contact" (handling of an elephant through a protective barrier where the elephant is spatially confined as in an Elephant Restraint Device ERD). This should offer the elephants the highest possible quality of life but still be able to manage them in a safe and responsible manner. In order to accomplish this, it will be necessary to regularly evaluate each elephant's behavior to determine if adjustments should be made in their handling as well as maintained a staff of well trained elephant handlers who are qualified to work closely with the elephants.

ELEPHANT BARN ORIENTATION

The following orientation shall be read and signed by every volunteer, student and worker prior to starting work at the elephant barn. By signing this you agree to follow the guidelines and rules explained to you. Any noncompliance of the rules will mean removal from the elephant barn.

1. DO NOT go anywhere in the barn or elephant yards, or do anything, until you have been instructed to do so by one of the full-time elephant keepers or an elephant barn supervisor. Volunteers will not be allowed in the stalls or yards when elephants are present.
2. DO NOT touch, go near, talk to or feed any elephant at any time unless specifically given permission by one of the qualified elephant handlers.
3. If you have any questions regarding your work assignment, ask one of the elephant keepers to clarify it for you. DO NOT improvise.
4. If any of the elephants behave improperly towards you (reaching out or slapping with trunk, kicking at you or throwing objects) notify one of the qualified elephant handlers immediately.
5. Move slowly and carefully around the elephants at all times.
6. To avoid accidents be aware of moving gates, wet floors, hoses, etc. Never walk through a hydraulic gate when it is in the process of opening or closing.
7. If you have any concerns about anything, please relay them to one of the elephant barn staff immediately.
8. Only elephant barn personnel are allowed to operate the Toro dump truck.
9. Only elephant barn personnel may use the lock out keys for the barn. These keys will not be loaned out to anyone else working around the barn.
10. Any work that needs to be done at the elephant barn must be arranged for ahead of time by phone (46021) or radio (1122 or 1171). When coming to the barn please use the doorbell at the road and wait for one of the elephant barn staff to come out to get you.

Name _____ Position/Job Class _____

Elephant Barn Personnel _____ Date _____

EMERGENCY INFORMATION

IN CASE OF AN EMERGENCY INVOLVING AN ELEPHANT ESCAPE:

**** IF THE ELEPHANT IS OBVIOUSLY AGITATED OR YOU FEEL ITS BEHAVIOR IS UNPREDICTABLE, DO NOT PUT YOURSELF OR ANYONE ELSE IN A POSITION OF BEING SERIOUSLY INJURED OR POSSIBLY KILLED. THIS WILL ONLY COMPLICATE THE SITUATION AND POTENTIALLY INSIGHT FURTHER AGGRESSIVE OR ERRATIC BEHAVIOR BY THE ELEPHANT. DO NOT TAKE UNNECESSARY RISKS. REMAIN CALM AND CLEAR HEADED. ALERT ANY PATRON OR OTHER ZOO EMPLOYEE IN THE AREA OF THE DANGER AND STRONGLY ENCOURAGE THEM TO CLEAR THE AREA.**

1. Do not lose sight of the elephant.
2. **Immediately** have someone notify security by radio (#1340) or by telephone (x44258). Inform them of the situation by clearly and calmly stating the following,
 - there is an emergency at the elephant barn, an elephant is out
 - where the exact location of the elephant is AND WHICH DIRECTION IT IS HEADING.
 - which elephant and its current state of mind (calm or agitated, walking or running)
 - how many qualified handlers are present to assist
 - whether or not anyone has been injured

It is important that you notify security any time an elephant has left the enclosure even if you feel it is a situation you can easily handle. You can not assume that the elephant will remain calm under the circumstances. Do not spend time trying to notify anyone else. The Security office will handle that. Follow the chain of command as others arrive on the scene to assist.

It is imperative that good judgement be exercised when any attempt to return an elephant to the confines of its enclosure is made. A number of decisions will need to be made immediately. Some of these are:

- Which elephant is it? What is the attitude of the elephant? Is the elephant tractable? Should the elephant be approached?
- What is the experience of the staff on the scene?
- Is there a real danger of the elephant hurting people?
- Should other tractable elephants be brought to the scene?

It is the responsibility of the highest ranking Animal Care staff person to make these judgements based on both their knowledge of the situation as well as information they have obtained from other personnel directly involved with the animals.

The #1 concern is public and personnel safety followed by the safety of the animals.

EMERGENCY INFORMATION

IN CASE OF AN EMERGENCY INVOLVING A SERIOUS INJURY:

ANY TIME SOME ONE IS SERIOUSLY INJURED IT IS ABSOLUTELY NECESSARY THAT YOU NOTIFY SECURITY AS QUICKLY AS POSSIBLE. SECURITY WILL THEN BE RESPONSIBLE FOR CONTACTING EMERGENCY MEDICAL SERVICES AND ESCORTING THE PARAMEDICS TO THE SCENE OF THE INJURY. IF YOU ARE TRAINED IN CPR AND FIRST AID THERE ARE SEVERAL THINGS THAT YOU SHOULD QUICKLY ASCERTAIN ABOUT THE CONDITION OF THE VICTIM PRIOR TO CALLING SECURITY. THIS INFORMATION WILL BE VALUABLE IN DETERMINING THE NECESSITY FOR CALLING 911 AND IN SPEEDING UP THE PROCESS SO THAT EMERGENCY CARE CAN BE AVAILABLE AS SOON AS POSSIBLE. (IF THERE IS NO ONE ON THE SCENE WHO IS TRAINED IN CPR AND FIRST AID IT MAY BE NECESSARY FOR ONE OF THE SECURITY OFFICERS TO COME TO THE SCENE AND EVALUATE THE CONDITION OF THE VICTIM.)

1. Use good judgement when evaluating the scene. If the victim is still in a dangerous position and it is safe to do so, remove the victim to a safe location. **DO NOT** put yourself or any one else in a position that you too may be seriously injured or potentially killed by an elephant. If the victim is already in a safe area and you suspect there may be a neck or back injury, do not move the victim.
2. Evaluate the condition of the victim:
 - Check to see if the victim is conscious.
 - Check to see if the victim is breathing.
 - Check to see if the victim has a pulse.
 - Do a visual check for excessive bleeding.
3. Notify Security immediately, (preferably by telephone, 44258, to avoid causing a commotion or unnecessary attention to the incident. The first priority is to get emergency medical help to the scene as soon as possible.) In a very calm and clear voice relay the following information to security:

"THIS IS _____."

"THERE HAS BEEN A SERIOUS INJURY AT THE ELEPHANT BARN"

"THE VICTIM'S NAME IS _____".

"WE HAVE SOMEONE ON THE SCENE WHO IS TRAINED IN FIRST AID AND CPR.

THE VICTIM IS CONSCIOUS OR UNCONSCIOUS.

- THE VICTIM IS BREATHING OR NOT BREATHING.

- THE VICTIM HAS A PULSE OR DOES NOT HAVE A PULSE.

- THE VICTIM IS OR IS NOT BLEEDING EXCESSIVELY.

- A NECK OR BACK INJURY IS OR IS NOT SUSPECTED.

- FIRST AID IS BEING ADMINISTERED FOR...

- WE HAVE BEGUN TO ADMINISTER CPR."

or

"**WE DO NOT HAVE SOMEONE ON THE SCENE WHO IS TRAINED IN FIRST AID AND CPR BUT IT APPEARS THAT ANSWER THE ABOVE QUESTION TO THE BEST OF YOUR KNOWLEDGE PLEASE NOTIFY 911 AND SEND A SECURITY GUARD TO THE SCENE IMMEDIATELY.**"

If possible have someone remain on the line with Security to relay information until help arrives. At that time have some one stay by the telephone to intercept incoming calls. Any questions being asked about the details of the accident should be politely redirected to the Public Relations Office (x44272). Do not tie up the lines with unnecessary conversation.

SAFETY

- **Absolutely no one is allowed in the stalls or the yards at any time when a female elephant is present without the presence of at least two qualified elephant handlers.**
- **Absolutely no one is allowed in the stall or the yard at any time when the bull is present, no exceptions, he is to be handled by protected contact only.**
- **Unless given permission to do so, no non-elephant personnel are allowed through the door marked with red tape that leads into the bull barn safety area when the bull is present.**
- **Always carry a hook when going in with the elephants.**
- **Non-elephant personnel are to notify the elephant barn personnel prior to coming down to the barn. If the gates are closed there is the potential that an elephant may have access to that area. A buzzer has been installed up the road from the back gate which rings in the barn. Wait until elephant personnel tell you it is okay to come down to the barn.**
- **The manual gates to the back road by the Hippo building and the aisle in front of the wooden gates must be kept closed and locked at all times unless there is a need for access through them. The wooden gates must be kept locked at all times.**
- **In order to avoid injury to the elephants, when operating the hydraulic gates to move elephants through them, one keeper must have visual access to both the elephant and the gate and give verbal instructions to the keeper operating the hydraulic levers.**
- **Never walk through a hydraulic door when it is opening or closing. Never allow an elephant to walk through a hydraulic door when it is opening or closing.**

HYDRAULIC GATES AND DOORS

A hydraulic gate should not be operated without the verbal communication from a keeper who has visual access to the elephant and gate to the keeper operating the hydraulic levers.

Under the protected-contact policy, the elephant should be no less than ten feet from a moving hydraulic gate. The elephants should be held with food at another location until the gate is either opened or closed. Movement of a gate should be directed by a keeper who has visual access to both the elephant and the gate.

Under the free-contact policy, there should be two qualified and one non-qualified keepers while using the hydraulic. The two qualified keepers directing the elephant and a third person operating the hydraulic levers. The elephants should be held at a reasonable distance while the gate is in motion. An elephant or keeper should never pass through a hydraulic gate when it is moving. If only two qualified handlers are available then protected-contact procedures will be used.

BULL HANDLING

UNLESS AUTHORIZED BY MANAGEMENT, ONLY ELEPHANT STAFF IS ALLOWED IN THE BULL BARN AREA OUTSIDE THE SAFETY BARS WHEN THE BULL IS PRESENT. NON-ELEPHANT STAFF MUST BE ACCOMPANIED BY QUALIFIED ELEPHANT STAFF WHEN THE BULL IS PRESENT.

AT NO TIME SHALL ANY KEEPER, VETERINARIAN OR OTHER ZOO STAFF ENTER THE YARD OR THE STALL IN THE BULL BARN WHEN THE BULL IS PRESENT. THE BULL SHALL BE HANDLED BY PROTECTED CONTACT AT ALL TIMES.

THE BULL SHALL BE MOVED FROM ONE LOCATION TO ANOTHER IN THE BARN OR YARD BY THE USE OF VERBAL COMMANDS. THERE MUST BE AT LEAST TWO QUALIFIED KEEPERS PRESENT WHEN HE IS BEING WORKED.

THERE SHALL BE NO HAND FEEDING OF THE BULL. THE ONLY EXCEPTION TO THIS WILL BE IN ORDER TO CLEAN THE BULL'S TUSKS (ESPECIALLY UP NEAR THE GUM LINE WHERE THE TRUNK MUST BE UP). WHEN IT IS NECESSARY TO USE FOOD TO MANIPULATE HIM, THE FOOD WILL BE TOSSED ON THE GROUND WHERE HE CAN REACH IT.

KEEPERS SHALL KEEP A SAFE DISTANCE FROM THE BULL WHEN WORKING NEAR HIM IN THE ADJACENT YARD. IT IS NOT APPROPRIATE TO ENCOURAGE HIM TO COME CLOSE OR TO WORK WITHIN HIS STRIKING DISTANCE IF NOT IN THE PROCESS OF POSITIONING HIM WITH FOOD. HANDLING THE BULL'S TRUNK MUST BE DONE REGULARLY IN ORDER TO CONDITION HIM FOR TRUNK WASHES, BUT THIS SHOULD BE DONE WITH CAUTION.

STANDARD ELEPHANT COMMANDS

Following is the list of standard elephant commands that are used at the Los Angeles Zoo. No other commands shall be used unless authorized.

1. FOOT - raise foot indicated by the ankus.
2. TRUNK - trunk raised.
3. COME HERE - elephant comes to location of handler.
4. GET OVER - elephant moves away from handler.
5. MOVE UP - elephant moves forward.
6. TAIL - elephant holds tail of elephant in front with trunk.
7. STRETCH - elephant comes down on front and back knees.
8. DOWN - elephant lies down on its side.
9. HEAD DOWN - elephant puts forehead down towards ground.
10. STEADY - elephant holds in position with no movement.
11. ALRIGHT - elephant is released from previous command.
12. EASY - used to calm an excited elephant.
13. COME IN LINE - elephant stands shoulder to shoulder with another elephant facing the same direction.
14. BACK - elephant walks directly backwards.
15. SIT - only used with Gita

THE ELEPHANT ANKUS

The elephant ankus is an instrument a handler uses to communicate with an elephant. As an alternative to using the ankus, the handlers may use a plain wooden cane when working the elephants under direct contact.

The ankus (or wooden cane) is to be used only when communicating with the elephant, not for lifting drain grids, pulling rubber tubs, etc. When the keeper is working in close proximity with the elephant the ankus (or wooden cane) should be carried under the arm, hook end facing back, hook facing down. The purpose of this carriage is to have the hands free and the ankus in the most accessible place if the keeper needs to use it.

Use the ankus (or wooden cane) carefully as an instrument of guidance, however, use it effectively so you achieve the required behavior. The ankus (or wooden cane) should be used in conjunction with a verbal command, slowly discontinuing guidance and emphasizing the verbal command, the ankus (or wooden cane) will then become an instrument to maintain established behaviors.

The ankus (or wooden cane) shall not be used as an instrument to administer heavy handed discipline. Any one seen using the ankus in this fashion shall be subject to serious disciplinary action. If there is any question as to what is meant by "heavy-handed", please consult with the Lead Keeper, Principal Keeper, Curator of Mammals responsible for the Elephant Barn, or the zoo's General Curator.

TETHERING ELEPHANTS

Although the tethering of elephants at night is no longer necessary or appropriate except under special circumstances, it may be necessary to tether the elephants for short periods of time during the day either to give the elephant a bath or to allow the veterinarians closer access to the elephant when examining them. Tethering involves the use of a canvas strap that is secured around the elephant's leg instead of a chain. The following procedure shall be used when tethering (or chaining) the elephants.

The front left leg is tethered while the elephant is holding its foot in the air. The front leg tether has a brumel connection which will pivot with the movement of the leg. This helps the elephant avoid getting tangled in the chain. The tightness of the front leg tether should be such that the handler could slip his hand between the tether and the leg. To remove the front leg chain, have the elephant raise her foot up in the air again.

The rear leg tether is placed while the elephant's foot is on the ground. By grasping the tail and pulling in the desired direction, the handler will position the elephant. (Do not resort to using the hook unless the elephant does not respond.) The back tether has a clevis connection. It is important that the pin in the clevis be removed prior to rapping the tether around the elephant's leg so the connection can be made as quickly as possible in case the elephant kicks its leg out. Rap the tether around the leg of the elephant so that the clevis goes around the front of the leg and ends up in your left hand. Loop the clevis through the tether as tight as possible so that the tether is not able to slip down the leg and screw the pin tightly into the clevis.

To remove the rear leg tether hold the clevis securely with your left hand and unscrew the pin with your right hand. Remove the pin from the tether and screw it back into the clevis. When you are ready, ask the elephant to raise her foot, let go of the tether with your right hand but hold onto the clevis in your left hand. This way the tether will drop below the foot and be easily pulled out of the way.

Any long term overnight restraints that may have to be used will be chains, not straps, due to their inherent strength.

BATHING ELEPHANTS

Each elephant shall be bathed (scrubbed) daily if possible to ensure that they are getting proper skin care, and to maintain the rapport that the handlers have with the elephants. On cold days the elephants should not be hosed completely, but there is never any excuse to not hose off thoroughly the urine areas on their back legs.

The following procedure will be used to bathe the elephants. The elephants may or may not be tethered during their bath.

While the elephant is still standing, hose off its body thoroughly. Lay the elephant down on its left side and continue to hose the entire body. Scrub the back and right side with a deck brush. Have the elephant raise up half way and finish scrubbing the left side. Return the elephant to a standing position. Fill up the bucket with fresh water. Using the nylon brush scrub around the eyes. Use the bucket of water and a deck brush to continue. Raise the right front leg and scrub around the toes. Then scrub the back leg on the same side. With her foot still on the ground, scrub all around the leg from the knee down to clean off any urine. If the elephant starts to lift the leg, place your hand behind the leg to let it know to keep the foot on the ground. When done scrubbing the leg raise the rear leg and scrub around her foot and toes. Holding on to the end of the tail, scrub the elephants rear and tail. Repeat the same process on the right side. After the scrubbing has been completed, hose the elephant one more time, including having it put its head down so that this area can be hosed well.

TARA - (Tara does not lay down all the way on her left side for her bath.) Moving slowly around her, hose Tara off completely. Fill the bucket with water. First scrub around Tara's eyes with the nylon brush and then proceed to scrub her legs in the same manner as described above. After finishing with her legs, have Tara raise her trunk. Scrub her tusks thoroughly with a scrubbing pad including the area under the fold of skin. Lie her down as far as she will go comfortably and scrub her back. Using a scraping tool, scrape on the areas where there is still some dead skin build up on her back. Hose off her back and have her stand up again. Hose her off one more time, including the top of her head.

On those days when there may not be two qualified handlers available to bathe the elephants in the above manner, it is still necessary that they be hosed. This can be done at the same time as the regularly scheduled bath, but must be done from out side the stall. By using verbal commands and food rewards to manipulate the position of the elephants you should be able to hose them thoroughly or at the very least hose off the urine areas on their back legs if it is cold outside.

ELEPHANT FOOT CARE

In captivity, foot problems are common for megavertebrates like elephants. The normal wear of the nails and foot pad that occurs in the wild with constant walking on different substrates does not generally occur with elephants in captivity. As a result, if gone unattended, problems with cracks in the nails and pads or abscesses can lead to serious medical issues, including serious lameness. Regular exercise and attention to foot care is absolutely necessary to maintain the feet in good health.

It is essential that all elephant barn staff be familiar with maintaining the health of the elephant's feet. Trimming an elephant's foot may only be done by qualified elephant handler's who have been thoroughly trained in the proper techniques. Training of these procedures must be done under the direct supervision of the Principal Keeper or his designee.

All elephants must be trained, either in full contact or protected contact to offer each foot and hold it in place for examination. All four feet must be examined and cleaned of feces and debris on a daily basis to look for abscesses, cracks, nail deformities or excessive growth. Regular pedicures are necessary to maintain appropriate gaps between each toe so that debris can not get stuck between them. Foot pads should be evened out as needed to ensure proper pressure on the foot is maintained when walking.

If an abscess develops, it is essential that proper trimming be done to make sure the abscess is allowed to drain and grow out. The time this takes will vary, so knowing what caused the abscess (ie. uneven pressure on the foot, a deep crack left unattended, a stone lodged in the pad) and the direction the abscess is growing is important. Regular trimming will offer it a path of less resistance and encourage it to grow towards the surface rather than towards the center of the foot or up the leg. The amount and frequency of trimming around the abscess will vary, depending on the extent and location of the abscess. Over trimming, to the point of bleeding could be detrimental, so caution should be taken to not trim too deeply each time.

Soaking an affected foot will assist in keeping the area clean and aid in drawing the abscess out. This should be done once or twice a day, depending on the extent of the abscess, with a diluted Nolvasan and salt solution. The elephant must be trained to stand for up to fifteen minutes at a time with it's foot in a tub containing this solution.

All tools used for trimming elephant feet should be kept in good condition, cleaned and sharpened as needed.

EXERCISE PROGRAM

Along with proper diet, husbandry and medical care, a regular exercise program is essential to maintaining the health of an elephant. This exercise will help control weight, help keep the feet in good shape and help keep the joints flexible. In addition, regular exercise will help lessen soreness and stiffness associated with arthritis. Each elephant must have an exercise program designed to meet the particular needs of that elephant. As weather permits, it is important to attempt to walk each elephant for up to a mile or more during these exercise sessions.

Full contact elephants can be walked within the yard, or in the case female Asian Gita, within the perimeter of the zoo prior to the public being allowed in. Any time an elephant is taken outside the immediate exhibit/holding area, even when under the control of qualified handlers, the Security Office should be notified.

Protected contact elephants must be exercised within the confines of the exhibit. This can be done by stationing handlers at different points around the perimeter of the exhibit and calling the elephant to each station.

ELEPHANT PROFILE

STATISTICS		
Name: Gita	ISIS#: 00216	SB#
Sex: Female	Birth Date: June 1958	
Species: Asian (<i>Elephas maximus indicus</i>)	Origin: India	

DISPOSITION
<ul style="list-style-type: none">• Easy going and tractable, but sensitive.• Tolerates other elephants• Very good with people

RELATIONSHIPS
<ul style="list-style-type: none">• Tolerates other cows.• Very good relationship with bull "Billy", but with barred barrier between them.•

HANDLING RECOMMENDATIONS
<ul style="list-style-type: none">• Full contact.• Very steady• Learns new commands easily.

PAST HISTORY
<ul style="list-style-type: none">• Wild born.• Donated to Zoo in 1959.•

MISCELLANEOUS
<ul style="list-style-type: none">••

ELEPHANT PROFILE

STATISTICS		
Name: Tara	ISIS#: 03071	SB#
Sex: female	Birth Date: ~1965	
Species: African (<i>Loxodonta africana</i>)	Origin: East Africa (location unknown)	

DISPOSITION
<ul style="list-style-type: none">• Easy going and tractable, but sensitive.• Tolerates other elephants• Very good with people she knows.

RELATIONSHIPS
<ul style="list-style-type: none">• Dominant personality, but not aggressive.• Housed with Asian cow Gita, they get along well.• Seems to enjoy time alone too.

HANDLING RECOMMENDATIONS
<ul style="list-style-type: none">• Protected contact• Handle calmly. Do not push too hard or she shuts down. Do not raise voice at her.• introduce new commands and situations slowly.

PAST HISTORY
<ul style="list-style-type: none">• Wild born.••

MISCELLANEOUS
<ul style="list-style-type: none">••

ELEPHANT PROFILE

STATISTICS		
Name: Billy	ISIS#: 95661	SB#
Sex: male	Birth Date: ~1985	
Species: Asian (<i>Elephas maximus hirsutus</i>)	Origin: Malaysia	

DISPOSITION
<ul style="list-style-type: none">• Very smart. Learns quickly.• Easy going and tractable. Enjoys working and responds well to handlers.• Stays pretty tractable even through musth.

RELATIONSHIPS
<ul style="list-style-type: none">• Has a great repoire with Asain cow Gita, although always through barred barrier.• Housed alone.•

HANDLING RECOMMENDATIONS
<ul style="list-style-type: none">• Protected contact.••

PAST HISTORY
<ul style="list-style-type: none">• Wild born.••

MISCELLANEOUS
<ul style="list-style-type: none">• Trade from Government of Malaysia.•

ELEPHANT BARN FACILITY AND EQUIPMENT MAINTENANCE

All elephant barn equipment **must** be maintained in good working condition. Wheelbarrows should be oiled regularly and tires inflated. Brush heads should be secure. Shovel edges kept trimmed. Leaking and worn out hoses should be replaced.

Rakes are outside (exhibit) tools and should not be used on concrete. Using them on concrete leaves dirt and sand that will end up being washed down the drains and in to sumps. Use push brooms to remove excess sand and dirt prior to hosing.

All locks doors and hinges should be oiled regularly.

All drains and sumps should be cleaned out regularly.

Check lights regularly to make sure they are free of bird nests and cobwebs.

Non-slip tape should be maintained on the ERC at those locations that the keepers step on or through.

LOS ANGELES ZOO
ELEPHANT HANDLER TRAINING PROCEDURES
(updated 1/1/04)

TRAINING ELEPHANT BARN STAFF

For any good elephant program to succeed it is essential that the elephant handlers responsible for the daily care of the elephants not only have a thorough understanding of appropriate husbandry practices, but a knowledge of elephant behavior and the individual idiosyncrasies of each elephant under their care. The rapport developed between the elephant handler and elephant will have a direct affect on the handler's ability to have the level of control necessary to manage the elephant in an appropriate and safe manner. A number of steps shall be taken when introducing new staff to the elephant barn in order to ensure that they receive proper training and develop a high level of competence around the elephants. The length of time that this training process takes will vary with the individual animal keeper as well as the individual elephant. It is important that new keepers to the elephant barn understand completely the importance of being "qualified" to work closely with the elephants.

No keeper in training will be considered fully qualified until it has been determined that he/she has reached a high level of competence working with the female Indian elephant Gita. The African female, Tara, and the bull elephant, Billie, are being handled in protected contact only, and are not part of this initial training process.

Delineation of Keeper Staff:

Animal Keeper - an animal keeper at the elephant barn is assigned to general keeper duties and has no contact with the elephants during the course of these duties. This category may include demand keepers who are occasionally assigned to the elephant barn or keepers who are permanently assigned but new to the barn. During this period of time, the trainee will be evaluated monthly by the Principal Animal Keeper (designated as the Elephant Manager) on the Elephant Keeper Evaluation form.

A new keeper to the barn will not be considered "in training" until it has been determined by the elephant barn supervisors that he/she has demonstrated a willingness to follow the rules and guidelines for the elephant barn and the ability to manage the tasks specific to this area of the zoo. Some of these include, operating the hydraulic gates, use of video cameras and proper and safe operation of the Toro dump truck. During this period of time the new keeper will also read and be completely familiar with the Los Angeles Zoo Elephant Management Program Procedures Manual, the Los Angeles Zoo Elephant Handler Training Procedures and the AZA Standards for Elephant Management and Care (updated 5/5/03). The new keeper will sign off on these manuals only after the senior animal or principal keeper over the elephant barn has a chance to review them with the keeper.

A new keeper will not be allowed in a stall or out in a yard with any of the elephants even when two handlers are present. This introduction to the elephant barn will continue for approximately six months at which time it will be determined whether the keeper is ready to be considered a trainee. If it is determined that the keeper is not ready to become an elephant handler trainee, he/she will continue to be evaluated on a monthly basis as an elephant keeper.

Handler in Training (Trainee) - a trainee is an animal keeper who has completed his/her introduction to the elephant barn as determined by the Principal Animal Keeper. During this period of training, the trainee will be evaluated monthly by the Principal Keeper on the Elephant Handler Trainee Evaluation form. Trainees will not be allowed in with the elephants unless two qualified handlers are present. The trainee will almost always be in view of both qualified handlers, and will never be in view of less than one qualified handler while working with the elephants or assisting in cleaning. Familiarization with the elephants is an essential first step in the training process. Under this controlled situation, the trainee will begin to develop a rapport with the elephants and the elephants will become accustomed to the close proximity of the trainee.

The trainee will be assigned to work with one of the qualified handlers during a training session. The qualified handler will give some direction to and be a back up for the trainee during that session, under the guidance of the Principal Animal Keeper. On days when the Principal Keeper is not in attendance, the Lead keeper will monitor the training sessions.

The trainee will begin hands on work with the Indian female Gita. This will be done initially when Gita is getting her bath. The trainee will learn standard commands, when and how to use them, by watching the qualified handler. The trainee will be asked to assist in scrubbing the elephant's feet, eyes, tail and back. The trainee will be given instructions on the proper use and handling of the elephant hook and on the proper procedures for tethering the elephants. Although Gita is not always tethered when she is given a bath, the trainee will be initially be instructed on this procedure with Gita. Eventually the trainee will begin to take control of the elephant by taking over the commands, tethering the elephant's feet and scrubbing the elephant completely during her bath.

Once it has been determined that the trainee is competent in the use of commands, the hook and bathing Gita, then the trainee will be allowed to start working with her out in the yard. The trainee will be instructed in the following areas. (As the trainee becomes competent in these areas, the handler will step back away from the trainee and allow the trainee to take control of Gita, asking her to do the behaviors.)

- walking with motivation
- get over circle with rear feet stationary, using cue correctly
- come here circle with rear feet stationary, using cue correctly
- backing elephant up
- having elephant stretch down or lay down
- four feet presentation using cue and body positioning correctly
- motivation in general

When it is determined by the Elephant Barn supervisors that the trainee is capable of working Gita without assistance from the qualified handler, then the trainee will begin becoming familiar with the protected contact procedures used with African female Tara. Tara is extremely sensitive and it takes her a long time to develop a good rapport with new individuals. Because of this, and the fact that she is being handled with protected contact, she will be the last cow that the trainee learns to work with.

Qualified Handler: A trainee will only be considered a fully qualified handler when it has been determined by the Elephant Barn supervisors that the trainee has reached a high level of competency with the free-contact female elephant in the barn. At that time the trainee will receive a memo stating that they are now considered a qualified handler. Qualified handlers will continue to be evaluated on a regular basis on the Qualified Handler Evaluation form.

Qualified handlers will begin learning how to evaluate the condition of the elephant's feet as well as proper foot care procedures. They will continue to be evaluated on their ability to maintain behaviors, motivate elephants and use appropriate discipline, and, as needed, they will learn protected contact methods of training elephants. Qualified handlers will assist in the training of the Elephant Handler Trainees and be evaluated on their ability to give clear and concise instructions.

EVALUATING STAFF

The animal keeper staff at the Elephant Barn is divided into three different groups; animal keeper, handler trainee and qualified handler. Each will be evaluated on a regular basis on the appropriate evaluation form. The categories on each evaluation form have been developed to reflect that level of training. At the time of each evaluation, the categories will be rated as follows,

- 1 - needs improvement or more instruction in this area.
- 2 - progressing well in this area
- 3 - competent in this area. (In order to complete any level of training all categories must reflect a 3 rating.)

Each category will be initialed at the time of the evaluation by the person responsible for conducting the evaluation. The forms are designed to accommodate six months of evaluations, however, if it has been determined that the keeper needs further training, a new form will be used to continue until it has been determined that the keeper has passed that level of training. When the keeper has completed a level of training the evaluation sheet will be signed off by the appropriate person.

Elephant Keeper Evaluation - Form

This form is used to evaluate animal keepers who are assigned to general keeper duties in the barn. The animal keeper will be evaluated monthly by either the Principal Keeper designates as the Elephant Manager. This introductory training will continue for a minimum of six months.

Elephant Handler Trainee Evaluation - Form

This form is used to evaluate the keepers who have completed the animal keeper level of training. The trainee will be evaluated monthly by the Elephant Manager.

Qualified Elephant Handler Evaluation - Form.

This form is used to evaluate the keepers who have completed the trainee level of training and are, as determined by the Elephant Manager, qualified to handle all of the female elephants we currently house at the barn. This evaluation will be done periodically by the Elephant Manager.

Each of these evaluation forms will be reviewed on a regular basis by the Elephant Barn supervisors. Changes and additions will be made as deemed necessary.

**LOS ANGELES ZOO ELEPHANT BARN
ELEPHANT KEEPER EVALUATION**

TRAINING COMPLETED
DATE:
SIGN OFF:

NAME:

Description of duties:	E. M. Initials:				Date:
1. Familiar with layout of barn including all safety areas.					
2. Demonstrates proper maintenance and safe use of tools and equipment.					
3. Demonstrates knowledge of cleaning and sanitizing procedures.					
4. Has read and understands LAZOO Elephant Management Program Procedures Manual.					
5. Has read and understands LAZOO Elephant Handler Training Manual.					
6. Has read and understands AZA Standards for Elephant Management and Care (update 5/5/03)					
7. Demonstrates proper and safe use of Toro dump truck.					
8. Demonstrates proper and safe use of hydraulic gates.					
9. Demonstrates proper use of video cameras and VCR equipment.					
10. Knows the differences between species of elephants and can tell individuals apart.					
11. Follows work instructions accurately.					
12. Works safely around elephants.					
13. Works well in a team situation with keepers, supervisors, veterinarians and other Zoo staff.					
14. Demonstrates proper use of two-way radios.					
15. Able to evaluate quality of hay and produce for elephants.					
16. Interacts courteously with zoo staff and other visitors to the elephant barn.					
16. Demonstrates knowledge of the zoo's emergency procedures.					

COMMENTS:

LOS ANGELES ZOO ELEPHANT BARN QUALIFIED ELEPHANT HANDLER EVALUATION	TRAINING COMPLETED DATE: SIGN OFF:						
NAME:							
Description of duties:	E.M. Initials:			Date:			
1. Continues to demonstrate ability to maintain trained behaviors.							
2. Demonstrates ability to evaluate condition of elephants foot pads and nails.							
3. Demonstrates proper maintenance of foot care tools.							
4. Demonstrates proper techniques for trimming and filing elephant's feet.							
5. Continues to demonstrates consistent ability to properly and consistently discipline the elephants.							
6. Continues to demonstrates ability to perform any elephant behavior.							
8. Demonstrates ability to safely train elephant trainees.							
9. Continues to interact courteously with zoo staff and other guest to the elephant barn.							
COMMENTS:							



Certificate of Compliance

With the AZA Standards for Elephant Management and Care

I hereby certify that _____
(Name of Institution)


is in compliance with the AZA Standards for Elephant Management and Care.

At this time Los Angeles Zoo
(Name of Institution)

is not in compliance with the AZA Standards for Elephant Management and Care. I


estimate that the above named institution will achieve compliance by 12/31/05
(Month/Year)

* Elephant Manager has not attended AZA PEM course


(Signature - Institution Director)

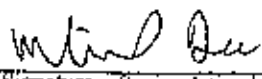
John R. Lewis
(Print Name)

January 21, 2004
(Date)


(Signature - Senior Elephant Manager)

Jeff Briscoe
(Print Name)

January 21, 2004
(Date)


(Signature - Senior Animal Manager)

MICHAEL DEE (Michael Dee)
(Print Name)

January 21, 2004
(Date)

Please return this form by January 23, 2004 to:

Accreditation Programs, AZA • 8403 Colesville Road • Suite 710 • Silver Spring, MD • 20910

CITY OF LOS ANGELES
LOS ANGELES ZOO
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: January 14, 2004
TO: John Lewis, Director
FROM: Jennie McNair^{JMC} Curator of Mammals
SUBJECT: Elephant Management Program.

I reviewed the current AZA Welfare Standards for Elephants in Captivity and I am updating our document accordingly. I am finishing up the Foot Care and Exercise portions of our manual. I feel that over all, our Elephant Program meets the AZA standards.

I gave a copy of the Standards to Janna, who is the vet currently assigned to the Elephant Barn. The medical recommendations are numerous and we are not able to accommodate some of them during construction, but those that we can we are getting current on.

Please let me know if you need to discuss this before signing off on it. I am attaching a copy of the current manual for your review. It does not include the foot care or exercise portions, but they will be completed shortly.

c: Michael Dee

CITY OF LOS ANGELES
LOS ANGELES ZOO
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: December 22, 2003

TO: MICHAEL DEE, General Curator

FROM: JOHN LEWIS, Zoo Director 

SUBJECT: AZA ELEPHANT STANDARDS COMPLIANCE

Please review the AZA's Standards for Elephant Management and Care with Jennie McNary and Jeff Briscoe to determine if the Los Angeles Zoo is compliant with them. Prepare a report to me by January 14th regarding your findings so I can sign the attached certification accordingly.

JRL/dmt

Attachment



December 9, 2003

AMERICAN ZOO AND
AQUARIUM ASSOCIATION

Accreditation
Commission

8403 Colesville Road
Suite 710
Silver Spring, MD 20910-3314
Phone: 301-562-0777
Fax: 301-562-0888
www.aza.org

Dear Colleague:

At the AZA Board of Directors meeting in March 2003, the Board passed a resolution that institutions maintaining elephants be required to submit an annual form certifying compliance with AZA's Standards for Elephant Management and Care. The Board stipulated that this be coordinated under the auspices of the Accreditation Commission.

Enclosed with this letter you will find the certification form. It is deliberately designed to be as simple as possible, and must be signed by the institution Director, the senior elephant manager, and the senior animal manager. The completed form must be received in this office by January 23, 2004.

For your convenience, we are also distributing this form electronically by e-mail. If you have any questions don't hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Denny L. Lewis', written over a horizontal line.

Denny L. Lewis
Director, Accreditation Programs

Enclosure: Elephant Compliance Certification Form

CITY OF LOS ANGELES
LOS ANGELES ZOO
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: August 30, 2003
TO: Michael Dee, General Curator
FROM: Jennie McNary, ^{me} Curator of Mammals
SUBJECT: Moving elephants Gita and Tara to the new holding facility.

The following is the current plan for moving Gita and Tara to the temporary holding area at the Bone Yard.

Pre-move conditioning:

Gita has already been walked to the new facility several times and is familiar and comfortable with the route. She has been allowed to walk inside the new facility and is comfortable with the interior. The Elephant Barn staff will continue to walk Gita to this area.

Tara has been tethered on front and back legs many times in the past and numerous times recently and walked out on chains so she is familiar and comfortable with this routine. In this fashion she has been walked out of the exhibit area through the double brown gates several times without incident. The Elephant Barn staff will continue to work with Tara in this manner.

Staffing:

On the day of the move the Elephant Barn staff will include elephant handlers, Jeff Briscoe, Don Aguirre, Scott Haist and Vicky Guarnett. Jeff Briscoe will be the primary staff member to coordinate the move. Jennie McNary will be working with the handlers to assist with communication, opening and closing gates as needed, etc. Two grounds maintenance staff will be in attendance to drive vehicles. Jay Kilgore will be available as a member of DART in case of an emergency, but will stay out of view of the elephants. All involved will have radios.

Moving the elephants:

The move will begin early in the morning to give plenty of time before the Zoo opens to the public. It is our hope that although there will be back up staff from other Divisions nearby in the event of an emergency, that the number of people

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SEP 15 2003

LOS ANGELES ZOO
DIRECTORS OFFICE

around the elephants during the move will be limited to necessary personnel only so as to keep Tara calm.

The day of the move Tara will be chained front and back. The front leg chain will be secured to the stake bed truck, outside the double brown gates. The rear leg chain will be secured inside the gate area. Gita will be held outside the gate waiting for Tara. As Tara is walked out, the stake bed truck will be slowly moved forward. As she progresses past the gate, the rear leg will be shifted to another chain that is secured to an additional vehicle. In this way the chains will always be secured both front and back.

As Tara is moved forward the two vehicles will move ahead and behind her at a distance that will keep the chains stretched out enough that will encourage her to move forward. Gita will be walked next to Tara to keep her calm.

The electric gate into the Bone Yard will be opened and turned off prior to the elephants reaching this area so there is not chance of it's movement startling either elephant when they pass through it.

As the two elephants approach the holding area, Tara's front leg chain will be switched to a chain that is secured inside the new holding facility. This chain will be shortened as she approaches the holding area.

Once inside the facility the gates will be secured and Tara will be released from the chains.

c: John Lewis
Cynthia Stringfield
Jeff Briscoe
Elephant Barn Staff
