

ASSOCIATION
OF ZOOS &
AQUARIUMS

the
accreditation visiting committee
report

Final Report Of The Visiting Committee To The Accreditation Commission

SEDGWICK COUNTY ZOO
Wichita, Kansas

UNDER REVIEW FOR ACCREDITATION

Date(s) Visited: July 13 - 16, 2009
Final Review & Hearing on: September 14, 2009

ACCREDITATION COMMISSION PRIMARY REVIEWER
Ilze Berzins, DVM, VP of Biological Operations, Florida Aquarium, FL

VISITING COMMITTEE INSPECTORS
signatures on file

TEAM CHAIR

Operations Inspector: Karl Kranz, Exec. VP of Animal Programs/COO, Maryland Zoo in Baltimore, MD

Husbandry Inspector: Brian Aucone, Director of Animal Management, Oklahoma City Zoo, OK

Veterinarian: Joe Smith, DVM, Fort Wayne Children's Zoo, IN

This Visiting Committee recommends that the next team allow at least 3 day(s) to inspect this institution and that the team consist of 3 number of inspectors.

NOTE: This is an official document of the Association of Zoos & Aquariums and becomes an intrinsic part of the institution's accreditation processing. The accreditation program is conducted in confidence; only the Accreditation Commission, related AZA staff, Director/CEO of the applicant institution, and Chair of the institution's governing authority shall be provided copies by AZA.

VISITING COMMITTEE REPORT 2009 EDITION

1. STRUCTURED QUESTIONNAIRE SECTION:

A/Q/U NOTATIONS: All questions are answered with "Yes", "No", or "N/A". Except for questions answered "N/A", all questions will also indicate either "A", "Q", or "U" (Acceptable, Questionable, or Unacceptable), in the far right-hand column. If "Q" or "U", a brief explanation of why this is so should be included in the "Comments" area at the end of that section, and again *in greater detail* in the Narrative section of this report.

A - Acceptable (Normal within the profession and requires no immediate action.)

Q - Questionable (Should be improved or corrected as soon as possible, but is not a critical matter.)

U - Unacceptable (Must be corrected immediately, does not meet professional standards, may be unsafe or detrimental to the institution, its staff, its collection, or its visitors.)

KEY TO NOTATIONS APPEARING WITH QUESTIONS:

< A >: When the notation "< A >" appears following a question it indicates that the question could be answered by reviewing the materials submitted by the facility.

< A + >: When the notation "< A + >" appears following a question it indicates that the question could be answered by reviewing the materials submitted by the facility in conjunction with additional investigation during the actual inspection.

No Notation: Questions without an < A > or < A + > could *only* be answered by questioning appropriate personnel, obtaining additional documentation, and/or by observances made during the actual inspection.

Appearing On Institution Questionnaire Only: The Visiting Committee Report Form is numbered to sequentially correspond with the institution's questionnaire/application. Often consecutive questions appearing in the questionnaire/application relate to the same basic issue. When this happens redundant or similar questions are deliberately left out of the Visiting Committee Report Form. The "*Appearing On Institution Questionnaire Only*" notation is provided to avoid the impression that questions in a sequence are erroneously missing from this report form.

2. VISITING COMMITTEE'S LIST OF CONCERNS & POINTS OF ACHIEVEMENT: The list of concerns and points of particular achievement noted by the team during the inspection are included at the end of this document. ***This list was presented to the institution's Director during the exit interview.***

3. NARRATIVE SECTION: The narrative section of this report follows the List of Concerns. It contains details of items appearing in this report and on the List of Concerns.

PREAMBLE TO THE ACCREDITATION STANDARDS

Zoos and aquariums accredited by the Association of Zoos & Aquariums (AZA) are continuously evolving. Standards are constantly being raised, ensuring that animals in AZA institutions are receiving the best possible care from highly qualified staff, in modern facilities that represent the state-of-the art in our industry. 21st century AZA accredited institutions and certified related facilities are expected to be leaders in the field and to embrace the highest quality facilities, programs, and staff available. Animals must be well cared for and displayed in naturalistic settings that provide an educational experience for visitors and an appropriate enriching environment for the animals, including proper social groupings. The species included in the collection must be managed on a regional basis to ensure long-term genetic viability of the species, which means careful planning of resource allocation, ex-situ breeding, and ex-situ/in-situ conservation and research.

The phrase "modern zoological practices and philosophies" refers to practices and philosophies that are commonly accepted as the norm by the industry. The word "practices" represents the tangible while "philosophies" refers to an overall perspective. AZA accredited institutions and certified related facilities must be incorporating modern zoological practices and philosophies as basic tenets.

GENERAL INFORMATION (GI)

YES NO N/A A/Q/U

GI-1 to GI-4. *Appearing on Institution Questionnaire only.*

- | | | | | |
|---|-------------------------------------|-------------------------------------|--------------------------|----------|
| GI-5. Does the historical record of the institution reflect an accurate record of continued progressive growth? < A > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GI-6. Does the institution appear to meet its stated purposes? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GI-7. Is the institution approved by USDA for importing/ holding ruminants (PPEQ)? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |

GI-8/9. *Appearing on Institution Questionnaire only.*

COMMENTS: _____

ANIMAL COLLECTION (AC)

YES NO N/A A/Q/U

- | | | | | |
|---|-------------------------------------|--------------------------|--------------------------|----------|
| AC-1. Is the institution in compliance with all relevant local, state, and federal wildlife laws and regulations (e.g., USDA, AWA, etc.)? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| AC-2. Does the institution review and consider appropriate AZA taxon-specific Animal Care Manuals (ACMs) when renovating old exhibits and/or designing and developing new exhibits? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| AC-3. Does the institution's Institutional Collection Plan (ICP) conform to the institution's mission and vision? < A > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| AC-4. Does the institution's ICP incorporate the suggested elements outlined in AZA's Accreditation Standards? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| AC-5. <i>Appearing on Institution Questionnaire only.</i> | | | | |
| AC-6. Is the ratio of males to females in the animal collection appropriate for the individuals being maintained? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| AC-7. Does the animal collection fulfill the stated objectives of the institution? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-8. Are all endangered, CITES I, SSP®, and studbook species maintained by the facility registered with ISIS? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-9. Is the animal cataloging system adequate? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-10. Does the animal marking system meet the needs of the collection? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-11. Are animal records duplicated? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-12. Are the collection's records protected from fire, flooding, and other natural hazards? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
AC-13. Are duplicate records stored in an appropriate separate location? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-14. Is an individual designated as being responsible for the institution's animal record-keeping system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-15. Are records kept current with up-to-date information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-16. Is the institution's animal acquisition/disposition policy in accordance with relevant legislation, AZA's A&D Policy, and AZA's conservation policies? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-17. Does the management of the collection appear to conform with the stated acquisition/disposition policy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-18. Is there an adequate system for the preservation of important data on acquisitions/dispositions?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
AC-19. Does the institution surplus animals to non-AZA facilities? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, does the institution have an appropriate method for assessing the willingness and ability of the non-AZA facility to provide adequate care?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-20. If the facility maintains elephants, is it in compliance with AZA's Guidelines for Elephant Management and Care (see pages 27-36 of the 2009 "Accreditation Standards and Related Policies" booklet)? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-21. Do the institution's elephant management protocols meet the requirements as outlined in AZA's Standards For Elephant Management and Care? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-22. Does the facility have an elephant restraining device? < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "no", are the facility's alternative methods acceptable in terms of meeting AZA standards of veterinary care and examination, method of restraint, and the ability to safely manage dominance and aggression, or the introduction of a new animal? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-23. Does the institution have protocols for training new staff in the elephant management program? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-24. Do elephant behavior profiles appear to be acceptable? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
AC-25. Does the institution have a designated, qualified elephant manager? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-26. Has the institution adequately addressed the concerns/deficiencies noted on the USDA Inspection of Animal Facilities, Sites or Premises (VS form 18-8) report forms (or the equivalent for those not inspected by USDA)? Please provide details in the comment section on this form and, if necessary, in your narrative report. < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-27. Do formal animal training programs provide for the overall health and psychological well-being of the animals participating? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-28. Are "touch pools" integrated into displays adequately managed for the protection of the animals involved? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
AC-29. Are hand-washing stations and appropriate signage available and visible in all areas where the public may come into contact with animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-30. Does the institution use animals for education purposes on site (animals that are used outside their normal exhibit or holding areas or are intended to have regular, physical contact with the public within their normal exhibits, e.g., contact area with domestic animals, browse feeding programs with giraffes, lorikeet feeding, etc.)? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "yes", please respond to the following: < A + >				
1. Are the species utilized appropriate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
2. Are both the animals and public provided adequate protection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
3. Does the institution make certain that the way in which animals are handled causes no undue stress for the animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
4. Are isolation/quarantine facilities adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
5. Are animals kept separate from the rest of the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
6. Are animals used being rotated sufficiently?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-31. Are program animals provided with sufficient social, physical, behavioral and nutritional opportunities to meet their needs, and has every effort been made to provide program animals with housing conditions similar to exhibit animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-32. Does the institution utilize program animals in off-premises situations (i.e., shopping malls, sporting/events, school programs, theatrical productions, etc.)? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "yes", please respond to the following: < A + >				
1. Are the species utilized appropriate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
2. Are both the animals and public provided adequate protection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
3. Does the institution make certain that the off-premises programs cause no undue stress for the animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
4. Is sufficient transportation and care provided when animals are off the premises?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
5. Are isolation/quarantine facilities adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
6. Are animals kept separate from the collection, especially following an appearance off institution grounds?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
7. Are life support systems, designed for aquatic animals shown off-site, adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
8. Are animals used being rotated sufficiently?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-33. Does the institution use animals for photo opportunities with the public? < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "yes", please respond to the following: < A + >				
1. Are the species utilized appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
2. Are both the animals and public provided adequate protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
3. Does the institution make certain that the way in which animals are handled causes no undue stress for the animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
4. Are isolation/quarantine facilities adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
5. Are animals kept separate from the rest of the collection?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
6. Are animals used being rotated sufficiently?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
7. Are animals being taken off site for photo opportunities?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
AC-34. Does the water quality methods and controls program appear to be adequate for the aquatic exhibits? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-35. Is the animal collection protected from weather detrimental to their health?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-36. Does it appear that the animals' sociobiological needs are being met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-37. Are the animal enclosures clean and well maintained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-38. Does the institution's pest control program appear adequate?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>U</u>
AC-39. Are enclosure substrates, design features, and "furniture" sufficient to provide shelter for, and meet the behavioral needs of, all specimens displayed, especially those kept in multi-species exhibits?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
AC-40. Does the institution allow the public to feed the animal collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-41. Is the animal collection identified for the public?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-42. Are endangered species appropriately identified as such?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-43. Does the institution utilize AZA SSP®, vanishing animal, endangered species, and other appropriate logos on all exhibits containing animals with special designations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-44. Does the institution have a written animal enrichment program that incorporates the elements outlined in AZA's Accreditation Standards? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, has a specific staff member or committee been assigned program oversight?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Does the staff member or committee with program oversight have authority to manage and further develop the enrichment program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. Does the staff member or committee with program oversight have adequate interactions with curators, managers, veterinary staff, nutrition staff and researchers to ensure a comprehensive, institution-wide implementation of the enrichment program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/Q/U
AC-45. Are there sufficient resources and staff available to implement the animal enrichment program? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Is there adequate involvement by all departments?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Is enrichment being provided on a regular basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. Is the provided enrichment developed to meet the behavioral needs of the animals, and is this regularly assessed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-46. Does the institution have an adequate water quality monitoring program that outlines parameters tested, allowable tolerances, frequency of testing, methods of testing, and data interpretation protocol for each major aquatic system? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-47. Does management carefully scrutinize the origins of collected aquatic animals to minimize environmental damage caused by unacceptable collection techniques (e.g., cyanide collection, etc.)? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-48. Does the institution have current and complete copies of all applicable local, state, federal and/or international permits to collect the animals purchased (including aquatic animals) from all commercial animal collectors utilized ? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-49. In the last five years have any animals shipped to or from the institution died or been seriously injured in transport? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, did the institution take appropriate action after the event, and were changes made in procedures as a result?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-50. Do staff members appear to have adequate knowledge of their institution's Animal Welfare Process, and are they aware of the protocol they should follow within their institution to report an animal welfare concern? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-51. NON-ACCREDITED INSTITUTIONS ONLY: Does the institution permit hunting of captive wildlife? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
AC-52. NON-ACCREDITED INSTITUTIONS ONLY: Does the institution utilize auctions, the pet industry, or hunting ranches for the disposal of captive wildlife? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____

COMMENTS: AC-12 Non-computerized records, such as acquisition/disposition records, dealer profiles and certain medical records are not housed in a fire proof container and are not duplicated; AC-18 See AC-12; AC-24 Elephant behavioral profiles appear acceptable but the last entry was in 2006 for both elephants; AC-29 Hand washing stations at animal contact areas are available - it would be more helpful if interpretative information was provided as to why hand washing is important, how long to wash your hands to adequately clean them and if the information was provided in Spanish; AC-31 program animal housing and enrichment is exceptionally well done; AC-38 The VC suggests that the Zoo determine whether a state applicator's licence is required for in house staff to apply rodenticides and pesticides in the Zoo. Rodent bait boxes are not adequately maintained. The VC found boxes that were not locked, one case of the rodenticide not properly secured within the bait box, one case of two blocks of rodenticide on top of insulated duct work and mosquito dunks in a unlabeled zip lock bag.; AC-39 Overall animal enclosures met collection needs, however, the meerkats would likely benefit from additional above ground retreat areas since they can't dig their own burrows; AC-45a All departments are doing some form of enrichment. The bird department needs to improve their evaluation of their enrichment program. The reptile department should be encouraged to expand their program. Each gorilla group should have their own enrichment log.

VETERINARY CARE (VC)		YES	NO	N/A	A/Q/U
VC-1.	Is there a full-time veterinarian? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a.	If not, indicate the frequency of visits made by the part-time or consulting veterinarian: _____				
VC-2.	In the event of an emergency, when the veterinarian is not on the premises, is the response time adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-3.	Does the institution utilize Carfentanil, M99, M50-50, or other controlled animal drugs? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a.	If yes, are there appropriate protocols established for the use of such animal drugs (i.e., procedures established in the event the veterinarian is not present to administer the drugs)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b.	Are the animal drugs stored in a Class 5 safe or other DEA-approved container?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-4.	<i>Appearing on Institution Questionnaire only.</i>				
VC-5.	Are the medical records maintained by the institution adequate and up-to-date?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-6.	Are protocols for the use of capture equipment being followed? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a.	Is the staff properly trained in the use of capture equipment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-7.	If chemical capture equipment is used, are established protocols being followed, staff adequately trained, and equipment stored properly? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>U</u>
a.	Are there a sufficient number of staff members trained in the use of chemical capture equipment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>U</u>
VC-8.	Is there a program for regular disposal (or removal and separate storage) of outdated animal drugs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-9.	Is the institution's preventative medicine program adequate and implemented; i.e., TB tests and appropriate vaccinations annually, etc.? < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
VC-10.	Does the veterinary care provided the animal collection appear sufficient?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-11.	Does the animal collection appear to be in good health?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-12.	Does the institution normally perform necropsies? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-13.	Are deceased animals disposed of properly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-14.	Are deceased animals stored away from food?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-15.	Are necropsy results reviewed periodically and subjected to analysis to determine health trends and long-term problems with the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-16.	Does the institution comply with the FDA requirements for the use of drugs with fishes and in public aquariums? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-17.	Are veterinary facilities adequate to meet the needs of the collections, including quarantine, isolation, surgery, and holding facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
VC-18. Are the quarantine, hospital, isolation, and holding facilities in compliance with the standards and guidelines of AZA?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-19. Are written quarantine procedures available and familiar to all staff working with quarantined animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-20. Do veterinarians have access to X-ray equipment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-21. Is the institution's animal food nutrition, acquisition, and preparation program adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-22. Are the animal diets of adequate quality and quantity and suitable for the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-23. Are the animal diets prepared and stored hygienically?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
VC-24. Overall, are food items provided in a way that promotes the physical and psychological well-being of the animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Is the timing and location of food provisioning biologically appropriate and stimulating?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-25. Are animal food preparation areas physically separated from other functions (animal treatment, isolation, holding, deceased animal storage, employee lounges, etc.)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: VC-7 The designated darting team members do not routinely train on the use of the cartridge powered rifles. The controlled substances usage logs are not designed to adequately document usage and may not conform to DEA guidelines. Additional trained darting team members are needed to cover in the absence of the vet staff.; VC-8 Although outdated drugs and supplies are separated from the rest of the drug inventory there appears to be a larger than expected inventory of expired drugs; VC-9 Under staffing in the vet department has caused the staff to move away from a preventative medicine program resulting in increased intervals between routine exams. Although the addition of a new vet tech may improve the situation, the work load of the vet department should be re-evaluated after her training period to see if additional staffing is warranted; VC-11 Overall the animal collection appears to be in good health. The VC had two concerns - the Mexican gray wolves are suffering from chronic active fly bites to their ears. Although the fly control program is exceptional throughout the Zoo it is not working with these animals. The constant use of a single dewormer (Strongid) in the farm collection may result in long term resistance to the drug by the parasites.; VC-23 The hay and alfalfa is stored directly on a concrete pad in the hay barns and not off the ground on a pallet. In the indoor commissary freezer the cooling unit is dripping water into underlying food storage areas.

CONSERVATION (C)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
C-1. Is conservation a key element in the mission of the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
C-2. Does the institution have a written conservation plan or strategy? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, is the plan or strategy adequate and in line with AZA standards given the size of the institution's budget and staff? < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
C-3. Are the conservation efforts of the institution evaluated in an appropriate and timely manner? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
C-4. Is the institution's level of participation in SSPs, TAGs, and other such programs in line with similar-sized institutions? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Is the institution supporting an appropriate number of conservation program leaders? (i.e., SSP coordinators, TAG chairpersons, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

- b. Does the institution participate in an appropriate number of conservation programs? (i.e., TAGs, IGs, etc.) A
- C-5. Is the institution participating in every SSP® that pertains to an animal held in its collection? < A > A
- a. If "no", please list those in which it should, but is not participating: _____
- C-6. Is the institution cooperative in providing pertinent information in a timely fashion to sources such as studbook keepers, SSP coordinators, TAGS, CAPS, etc.? A
- C-7. Is the institution actively participating in AZA wildlife conservation programs such as TAGS, CAPS, PMPs, SAGs, and regional/international studbooks? A
- C-8. Do the institution, governing authority, and staff members actively participate in local, regional, state/province, academic, national, and international conservation endeavors? < A > A
- C-9. Does the institution participate in appropriate conservation initiatives (e.g., educational programs/materials that increase public awareness on the importance of preserving ecosystems, training programs that provide field experiences, programs that aid the transfer of relevant technology for use in the field, programs that purchase land or contribute funds to establish reserves, field research programs, and development of economic incentives to preserve the ecosystem)? < A > A
- C-10. Is conservation the foundation of the institution's overall message to the general public? < A > A
- C-11. Are the institution's contributions to elephant research and conservation in line with similar sized institutions? < A > A
- C-12. Is the institution involved in energy and natural resource conservation in an appropriate manner? < A > A
- C-13. While on site, did the institution provide you with ARCS reports (Annual Report on Conservation and Science) for the previous five years? A
- a. If "no", please explain: _____

COMMENTS: C8- non management staff is able to apply for funding for participation in zoo conservation programs; C-12 - The new education bldg addition used many LEED certified products. Re-cycling efforts of staff are strong. Recycling efforts in public areas including the new Plaza Beastro, could be strengthened to match internal efforts.

- EDUCATION AND INTERPRETATION (EI)**
- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> | <u>A/Q/U</u> |
|--|-------------------------------------|--------------------------|--------------------------|--------------|
| EI-1. Is education a key element in the mission of the institution? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-2. Is the education department under the direction of a paid professional trained in education programming? < A > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-3. <i>Appearing on Institution Questionnaire only.</i> | | | | |
| EI-4. Are the institution's educational programs clearly tied to AZA conservation messages? < A+ > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |

- | | | | | | |
|---|--|-------------------------------------|--------------------------|--------------------------|----------|
| a. | If "yes", do the institution's education programs address local <i>and</i> global conservation issues, and the role of zoos/aquariums in conservation? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| b. | Do the institution's conservation and education messages relate to it's overall mission? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-5. <i>Appearing on Institution Questionnaire only.</i> | | | | | |
| EI-6. Does the institution have a written education plan for the education program? < A > | | | | | |
| a. | If yes, does this plan address the goals and objectives of the department? < A+ > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-7. Do the institution's educational programs meet the needs of its visitors? < A > | | | | | |
| a. | If yes, has the institution adequately assessed the needs of under-represented groups and visitors with special needs? < A+ > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-8. Does the facility have educationally focused partnerships with local/national groups, (universities/colleges, nature centers, conservation organizations, museums, governmental agencies, etc.) and are the arrangements/agreements appropriate? < A+ > | | | | | |
| EI-9. Are the education programs evaluated regularly and effectively (including assessment of impact as well as satisfaction)? < A > | | | | | |
| EI-10. Is the animal collection identified and interpreted for the public? | | | | | |
| a. | If yes, are exhibit labels and other graphics legible and in good condition? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| b. | If interactive exhibits are used, are they in working order? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| c. | If docents/volunteers or staff are utilized in interpretive programs, do they appear to be well-trained in both content and interpretive abilities? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| d. | Are the institution's messages clearly conveyed by the interpretation? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| e. | Does the institution address conservation issues in their interpretation (e.g., referencing related <i>in situ</i> conservation efforts for select species, utilizing AZA SSP logos, etc., as appropriate to the institution's conservation messages)? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| EI-11. Is the volunteer/docent program adequate for the needs of the institution's education programs? | | | | | |
| EI-12. Do staff members have an adequate and accessible library available? < A+ > | | | | | |
| EI-13. Do staff members have access to the Internet at the institution? < A+ > | | | | | |

COMMENTS: EI-8 The partnership with Friends University (Zoo Science program) is exceptional; EI-10a Overall the graphics look good, however, some of the laminated animal id signs have faded. EI-10b The previous VC noted that some of the interactive exhibits in the Reptile House were not functioning. Not only were all interactives functioning during this visit but the number of interactives has greatly increased.

- | RESEARCH (R) | <u>YES</u> | <u>NO</u> | <u>N/A</u> | <u>A/Q/U</u> |
|--|--------------------------|-------------------------------------|--------------------------|--------------|
| R-1. Does the institution have a formal research department? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| R-2. <i>Appearing on Institution Questionnaire only.</i> | | | | |

- R-3. Is the institution's participation in research programs in line with similar-sized institutions? < A > A
- R-4. Are research philosophies and activities consistent with the overall goals and objectives of the institution? A
- R-5/R-6/R-7. *Appearing on Institution Questionnaire only.*
- R-8. Does the institution have a means of screening, evaluating, and monitoring research projects? < A > A

R-9. *Appearing on Institution Questionnaire only.*

COMMENTS: R3- The Zoo supports outside research requests. Very little primary research is conducted by Zoo staff.

GOVERNING AUTHORITY (GA)

- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> | <u>A/Q/U</u> |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------|
| GA-1. Is the institution operated or directly maintained by a parent institution, society, business, organization, or agency? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-2 to GA-5. <i>Appearing on Institution Questionnaire only.</i> | | | | |
| GA-6. Are the lines of communication between the director and governing authority clearly defined? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-7. Is the governing authority supportive of the institution's goals and objectives? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-8. Does the governing authority support the institution's abiding by the AZA Code of Ethics and Bylaws? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-9. <i>Appearing on Institution Questionnaire only.</i> | | | | |
| GA-10. Does the governing authority recognize the chief executive officer as the sole official liaison between itself and the staff? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-11. Does the governing authority recognize the right of the chief executive officer to originate all staff appointments, promotions, and terminations? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-12. Does the governing authority recognize that the chief executive officer's responsibilities are to the entire governing authority, not to its individual members? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-13. Is the chief executive officer a member of all committees appointed by the governing authority for the operation of the institution? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-14. Does the governing authority make any decisions regarding the animal collection? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |
| GA-15. Do the terms of service for those on the governing authority overlap to provide continuity? < A + > | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <u>A</u> |

COMMENTS: G7- The county, society and foundation work in close partnership to manage the Zoo. As a result the community is able to enjoy and benefit from a strong and healthy Zoo.

STAFF (S)		YES	NO	N/A	A/Q/U
S-1.	Do the salaries of the staff appear to be within acceptable limits? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
S-2.	Are current job descriptions on file? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a.	Have job descriptions been distributed to staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-3.	Do staff members have a clear understanding of their jobs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-4.	Do the chief executive officer and staff members have training and/or experience which makes them capable of decisions consonant with the experience of their peers? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-5.	Does the organization of staff authority lines appear to cause any problems? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
S-6.	Are staff members provided an opportunity to discuss work-related problems and possible solutions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-7.	Is there a good working relationship between management and staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-8.	Is there a good working relationship between the zoo/aquarium staff and the governing authority?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-9.	Is the CEO/Director available to the institution on a full-time basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-10.	Is staff provided an opportunity and encouraged to seek continuing education? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-11.	Is the training provided for the staff adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a.	Are staff members offered training to qualify them for management positions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-12.	Is the volunteer program adequate for the needs of the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-13.	Are volunteers adequately trained and evaluated for the services they perform?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-14.	<i>Appearing on Institution Questionnaire only.</i>				
S-15.	Do the chief executive officer and staff members have access to and knowledge of the literature in the zoological or aquarium field?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-16.	Is the level of staff involvement in AZA activities and other professional organizations in line with that of similar-sized institutions? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-17.	Is there sufficient staff to properly care for the collection and to conduct the institution's programs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-18.	Do staff members appear to have adequate knowledge of the AZA Accreditation Standards and the accreditation process? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-19.	<i>Appearing on Institution Questionnaire only.</i>				

COMMENTS: S-1 Overall salaries meet industry standards for this part of the US. However, the salary for the custodial supervisor position appears to be low to the VC. The executive director's salary is below industry standards although we understand that the county will address this disparity over the next few years. This will be an important issue to resolve before the current director retires and the county goes out to recruit his replacement; S-11 Opportunities for CE for the vet staff appear to have been reduced disproportionately compared to other departments; S-16 The management staff has an exemplary level of participation in AZA programs. The institution should consider expanding participation in AZA programs to non-management staff; S-17 The previous VC raised concerns about staffing for the gorilla exhibit. Our impression is that this facility is adequately staffed. Overall the animal department appears to be adequately staffed. Future growth in the amphibian conservation center will likely require additional staff.

SUPPORT ORGANIZATION (SO) (If not applicable, please mark N/A and move to next section.) N/A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
<i>SO-1 to SO-4. Appearing on Institution Questionnaire only.</i>				
SO-5. Are the bylaws of the support organization adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-6. Do the stated purposes of the support organization meet the needs of the institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-7. Are the purposes being furthered?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-8. Is the relationship of the support organization to the institution mutually agreed upon and observed? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-9. Does the support organization exercise unwarranted influence on the institution, its officers, or staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
<i>SO-10. Appearing on Institution Questionnaire only.</i>				
SO-11. Does the support organization raise funds for the institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-12. Does the support organization participate in the decision-making process on how the funds are utilized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-13. Are activities sponsored by the support organization appropriate and meeting the goals of both it and the institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: _____

FINANCE (F)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
<i>F-1/F-2. Appearing on Institution Questionnaire only.</i>				
F-3. Does the institution meet all state and federal laws regarding financial reporting and auditing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-4. Does the institution have continuing financial support? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-5. Is the total financial support adequate to meet the needs of the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-6. Is financial support the recognized responsibility of the governing authority? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-7. In the event of financial difficulties, has a plan of action been prepared? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-8. Does the insurance protection appear to be adequate for visitors, governing authority, staff, society, docents/volunteers, collection, and physical facilities? < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-9. Is there a separate budget for capital improvements? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-10. Are sufficient amounts allocated for capital improvements? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-11. Are sufficient amounts allocated for conferences, continuing education, training/seminars, etc.? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
F-12. Are sufficient amounts allocated for maintenance and supplies?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: F7 The Zoo has two possible sources of support in the event of financial difficulties -The Zoo's foundation can provide funding and the Society holds an emergency reserve.

PHYSICAL FACILITIES (PF)

YES NO N/A A/Q/U

PF-1/PF-2. *Appearing on Institution Questionnaire only.*

PF-3.	Are holding facilities adequate to meet the needs of the collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-4.	Is there a regular program of both building and mechanical maintenance? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Q</u>
PF-5.	If off-premises facilities are operated, did the team visit the site?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
a.	Are the conditions at the off-site facility acceptable?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
b.	Does the institution appear to be meeting the same criteria at the off-site facility as at the institution?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
PF-6.	Is the institution readily accessible to visitors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-7.	Is heating adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-8.	Is lighting adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-9.	Is plumbing adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-10.	Is the method for disposal of sewage adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-11.	Is electrical service and the number of electrical outlets adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-12.	Are there adequate provisions for the proper storage and disposal of garbage and animal waste?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-13.	Are the buildings in good repair?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-14.	Are plantings well-maintained and used to the best advantage in animal exhibits and throughout the facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-15.	Do the animal enclosures provide for the physical, social, and psychological well-being of the specimens displayed throughout the year?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-16.	Do aquatic exhibits provide sufficient space or sufficient volume of water for the physical and psychological well-being of the inhabitants?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-17.	Is the institution equipped with emergency life support systems for the animal collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a.	If yes, are there enough alarms or indicators in the event of environmental and life-support system failures? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-18.	Are the aquatic water circulation and life support systems adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: PF-4 The VC found that routine and preventative maintenance was often delayed as maintenance staff was working on new exhibits. Some of the animal care staff voiced a concern that they have to spend too much time on routine maintenance and as a result they feel that they are neglecting the enrichment and training of their animals. Routine facility and preventative maintenance appears to suffer in the months leading up to the opening of a new exhibit. The work order system is a combination of electronic and paper based and it is difficult for the animal staff to determine work order status. Some of the older facilities, e.g. orangutan holding (one of the keeper doors had substantial amount of rust as did the holding area cage

fronts) and wallaroo holding mechanical area are in need of repair or replacement. The VC found a opossum living in the mechanical room at the wallaroo exhibit - the animal was able to enter this space because it was in disrepair; PF-11 The VC found a few examples of permanent extension cords, e.g. elk holding, graphics building and information booth. We found a few over loaded power strips and/or outlets. We also observed some outlets that should probably be converted to GFI outlets because they are near (within a couple of feet) of aquatic animal enclosures in the Amphibian and Reptile Building and adjacent to a slop sink in a custodial closet in the Education facility. The VC recommends that the Zoo re-review the use of extension cords and placement of GFI/GFIC outlets in wet areas; PF-14 The Asian open air bird area (Zoo plans to cover this exhibit with mesh in the near future) would benefit from irrigation.

SAFETY/SECURITY (SS)

	YES	NO	N/A	A/Q/U
SS-1. Does the institution appear to be in compliance with local, state, and federal laws Regarding employee training for safety in the workplace? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-2. Is first-aid readily available to the staff and the public? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-3. Is the staff adequately trained in first-aid? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-4. Is the staff adequately trained in CPR? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-5/SS-6/SS-7. <i>Appearing on Institution Questionnaire only.</i>				
SS-8. Are adequate procedures and training regarding common zoonoses in place for staff members/volunteers who handle animals? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-9. Does the institution have a tuberculin testing/surveillance program for appropriate staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-10. Is the Risk Management or Safety Audit Plan adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-11. <i>Appearing on Institution Questionnaire only.</i>				
SS-12. Do employees have access to and knowledge of Material Safety Data Sheets? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-13. Is the method for disposal of toxic/hazardous materials adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-14. Are employees adequately trained to handle HazMat and bio-toxic materials? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-15. Do staff have direct contact or enter enclosures with potentially dangerous animals (large carnivores, medium to large primates, large hoofstock, venomous animals, etc.)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-16. If yes, does this practice take place in public view?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-17. Are the alarm systems and emergency procedures adequate in the event of an attack or injury by a large or venomous animal? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	U
SS-18. Have there been any major injuries by a venomous or dangerous animal in the last five* years? [*NOTE: in the last <i>twenty</i> years for institutions that are not currently accredited.] < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, did the institution take appropriate action after the event, and were changes made in procedures as a result?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
SS-19. <i>Appearing on institution Questionnaire only.</i>				
SS-20. Is the written procedure adequate in the event of an animal escape? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	YES	NO	N/A	A/Q/U
SS-21. Is the written procedure adequate in the event of an emergency, including natural disasters? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-22. Are staff members trained for emergency situations? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-23. Are emergency drills conducted regularly? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-24. Are fire extinguishers and alarms readily available? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-25. Is the staff sufficiently trained in the use of fire extinguishers? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-26. Is the communication system quickly accessed in the event of an emergency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-27. If employees are working within the vicinity of ozone generation or hypochlorite (chlorine) systems, are they properly trained to handle emergency conditions involving release of these chemicals? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-28. Do OSHA-mandated confined space entry and lock out/lock in procedures appear to be followed? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-29. <i>Appearing on institution Questionnaire only.</i>				
SS-30. Is ground fault interrupt electrical service supplied to all wet environments and aquatic exhibits? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-31. Is the dive safety program adequate for this institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Does the institution comply with commercial diving safety standards established By the Occupational Safety and Health Administration?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Does the institution claim the exemption from commercial diving standards for "scientific diving" and have an appropriate diving control board and diving safety manual?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-32. Is service from fire and police departments, as well as ambulance services readily available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-33. Are all animal enclosure gates, doors, chutes, shift boxes, holding areas, etc. secured in such a way so as to prevent escape?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-34. Are the locks and associated hardware of sufficient strength for each species?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-35. Are there adequate procedures for exhibit servicing without causing danger to the staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-36. Are service areas sufficiently protected from visitor access?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-37. Are there adequate facilities for crating and transporting animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-38. Are all exits clearly marked?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-39. Do all building exits open outward?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-40. Are all building exits equipped with panic hardware?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-41. Is the animal collection protected from natural and human hazard, including cover and escape areas?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-42. Is the public protected from the animal collection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

SS-43. Is protection for the collection and grounds provided 24 hours a day? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-44. If 24-hour security personnel are not provided, does the institution have adequate protection during the hours when security personnel are not present? < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
SS-45. Is the security program providing sufficient protection? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-46. Do the institution's security personnel utilize firearms? < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
SS-47. Are firearms kept in a secured area? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a/b. <i>Appearing on Institution Questionnaire only.</i>				
c. Is the staff adequately trained in the use of firearms?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SS-48. <i>Appearing on Institution Questionnaire only.</i>				
SS-49. Is the institution enclosed by a perimeter fence at least 8' in height, or a viable, impenetrable barrier? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, is it free of gaps along the base-line and at gates to deter entry by feral animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-50. Is the perimeter fence independent of all animal enclosures? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: SS-12 Several areas rely on the MSDS book/sheets in the Clock House which is not in close proximity to where staff is using these materials; SS-17 The area where the king cobra is housed does not have a snake bite alarm switch. In addition the snake bite alarm in quarantine is outside the venomous snake holding room. When the snake bite alarm is sounded it is difficult to determine where the emergency is taking place. The Zoo does not have a designated consulting physician for snake bite. The Zoo should evaluate whether it would be appropriate to have epipens available for snakebites. The Zoo should consider whether Zoo EMTs should immediately respond to a snake bite emergency vs being requested by animal care staff to respond ; SS-23 Drills are organized by the volunteer department and are conducted at least six times a year; SS-26 Guest services line staff have radios that can only communicate to their team leaders. If line staff discover an emergency they have to take an extra step to inform their immediate supervisor and can not contact the animal department directly; SS-30 see comments under PF-11; SS-35 To improve safety the Zoo should label handles and the corresponding shift doors; SS-36 Some of the service gates are not labeled as staff only access; SS-40 The outdoor commissary freezer does not have an emergency exit handle from the inside; SS-41 Several animal areas allow unsupervised contact with collection animals, e.g. kea, blue iguana, box turtles, guanacos, Aldabra tortoise exhibits; SS-47c Staff are adequately trained in the use of shot guns but rifles are also available and staff do not train with these weapons.

GUEST SERVICES (GS)	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
GS-1. Are there adequate parking spaces for visitors, staff, and volunteers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-2. Does the institution have amusement rides/playground areas near or on the institution grounds?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, are they located a sufficient distance from animal exhibits?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-3. Does the institution have animal rides?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
If yes:				
a. Is the institution's animal ride policy adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
b. Are the animals rotated or replaced regularly?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____

c.	Are adequate safety precautions in place to protect visitors, staff, and the animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	_____
GS-4.	Is the number and location of refreshment stands and food service facilities adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-5.	Is the selection and quality of food items adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-6.	Is the number and location of drinking fountains adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-7.	Are drinking fountains clean and operating properly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-8.	Are gift facilities adequate and reflective of the institution's mission?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-9.	Is there adequate public transportation to the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-10.	Is the number and location of restrooms adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-11.	Are the restrooms maintained in a sanitary condition?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-12.	Are the restrooms wheelchair accessible?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-13.	Is the gate handout/map adequate to guide guests through the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-14.	Are directional signs and maps adequate in number, location, and clarity to guide guests through the institution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-15.	Is guest transportation on institution grounds available and adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-16.	Is the number and location of benches and rest areas adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-17.	Are there adequate, well-maintained strollers and wheelchairs available to guests?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-18.	Are staff members/volunteers welcoming and friendly towards guests?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-19.	Are the grounds neat and clean?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-20.	Are the sidewalks and roadways in good repair?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-21.	Is the general impression given by the exhibits positive and acceptable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-22.	Are the exhibits arranged to demonstrate an education theme?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-23.	Are the exhibits presented in a scientific and aesthetic manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: GS-14 The map kiosk should have a "you are here" label; GS-19 The Canada goose population is out of control resulting in goose feces throughout the grounds. A goose control program is recommended.

OTHER PROGRAMS/ACTIVITIES (OP)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
OP-1. <i>Appearing on Institution Questionnaire only.</i>				
OP-2. Are the brochures, reports, newsletters, and other publications produced by the facility appropriate and adequate? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
OP-3. Is the facility reasonably following the goals included in the master plan? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
OP-4. If the facility has a strategic plan, are the goals being evaluated and met? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: _____

MISCELLANEOUS (M)

YES NO N/A A/Q/U

M-1/M-2/M-3/M-4. *Appearing on Institution Questionnaire only*

M-5. Has any member of the institution's staff ever been found guilty of violating wildlife regulations enacted by any of the various states or any agency of the U.S. Government or those of a foreign country? < A + >

 A

M-6. Is any member of the institution's staff currently under investigation for alleged violation of any wildlife regulations enacted by any of the various states or any agency of the U.S. Government or those of any foreign country? < A + >

 A

COMMENTS: _____

Rev: 08-07

**SEE NEXT PAGE FOR VISITING COMMITTEE'S LIST OF CONCERNS
AND POINTS OF PARTICULAR ACHIEVEMENT**

List of Concerns/Achievements

PART I: Items of Concern Noted by Visiting Committee

INSTITUTION DIRECTOR: •IMPORTANT• Below is the list of items that were noted by the inspection team during the inspection. This list was provided to you by the inspectors at the conclusion of their visit.

CONCERNS REMAINING FROM PREVIOUS INSPECTION

All concerns from the previous inspection have been addressed.

MAJOR CONCERNS FROM CURRENT INSPECTION

AC-38 The VC suggests that the Zoo determine whether a state applicator's licence is required for in house staff to apply rodenticides and pesticides in the Zoo. Rodent bait boxes are not adequately maintained. The VC found boxes that were not locked, one case of the rodenticide not properly secured within the bait box, one case of two blocks of rodenticide on top of insulated duct work and mosquito dunks in a unlabeled zip lock bag.

VC-7 The designated darting team members do not routinely train on the use of the cartridge powered rifles. The controlled substances usage logs are not designed to adequately document usage and may not conform to DEA guidelines. Additional trained darting team members are needed to cover in the absence of the vet staff.

VC-9 Under staffing in the vet department has caused the staff to move away from a preventative medicine program resulting in increased intervals between routine exams. Although the addition of a new vet tech may improve the situation, the work load of the vet department should be re-evaluated after her training period to see if additional staffing is warranted.

S-1 Overall salaries meet industry standards for this part of the US. However, the salary for the custodial supervisor position appears to be low to the VC. The executive director's salary is below industry standards although we understand that the county will address this disparity over the next few years. This will be an important issue to resolve before the current director retires and the county goes out to recruit his replacement.

PF-4 The VC found that routine and preventative maintenance was often delayed as maintenance staff was working on new exhibits. Some of the animal care staff voiced a concern that they have to spend too much time on routine maintenance and as a result they feel that they are neglecting the enrichment and training of their animals. Routine facility and preventative maintenance appears to suffer in the months leading up to the opening of a new exhibit. The work order system is a combination of electronic and paper based and it is difficult for the animal staff to determine work order status. Some of the older facilities, e.g. orangutan holding (one of the keeper doors had substantial amount of rust as did the holding area cage fronts) and wallaroo holding mechanical area are in need of repair or replacement. The VC found a opossum living in the mechanical room at the wallaroo exhibit - the animal was able to enter this space because it was in disrepair.

SS-17 The area where the king cobra is housed does not have a snake bite alarm switch.

LESSER CONCERNS FROM CURRENT INSPECTION

AC-12/18 Non-computerized records, such as acquisition/disposition records, dealer profiles and certain medical records are not housed in a fire proof container and are not duplicated.

AC-24 Elephant behavioral profiles appear acceptable but the last entry was in 2006 for both elephants.

AC-39 Overall animal enclosures met collection needs, however, the meerkats would likely benefit from additional above ground retreat areas since they can't dig their own burrows.

VC-11 Overall the animal collection appears to be in good health. The VC had two concerns - the Mexican gray wolves are suffering from chronic active fly bites to their ears. Although the fly control program is exceptional throughout the Zoo it is

not working with these animals. The constant use of a single dewormer (Strongid) in the farm collection may result in long term resistance to the drug by the parasites.; VC-23 The hay and alfalfa is stored directly on a concrete pad in the hay barns and not off the ground on a pallet. In the indoor commissary freezer the cooling unit is dripping water into underlying food storage areas.

PF-11 The VC found a few examples of permanent extension cords, e.g. elk holding, graphics building and information booth. We found a few over loaded power strips and/or outlets. We also observed some outlets that should probably be converted to GFI outlets because they are near (within a couple of feet) of aquatic animal enclosures in the Amphibian and Reptile Building and adjacent to a slop sink in a custodial closet in the Education facility. The VC recommends that the Zoo re-review the use of extension cords and placement of GFI/GFIC outlets in wet areas.

S-12 Several areas rely on the MSDS book/sheets in the Clock House which is not in close proximity to where staff is using these materials.

SS-17 The snake bite alarm in quarantine is outside the venomous snake holding room. When the snake bite alarm is sounded it is difficult to determine where the emergency is taking place. The Zoo does not have a designated consulting physician for snake bite. The Zoo should evaluate whether it would be appropriate to have epipens available for snakebites.

SS-26 Guest services line staff have radios that can only communicate to their team leaders. If line staff discover an emergency they have to take an extra step to inform their immediate supervisor and can not contact the animal department directly.

SS-36 Some of the service gates are not labeled as staff only access.

SS-40 The outdoor commissary freezer does not have an emergency exit handle from the inside.

SS-41 Several animal areas allow unsupervised contact with collection animals, e.g. kea, Jamaican iguana, box turtles, guanacos, Aldabra tortoise exhibits.

SS-47c Staff are adequately trained in the use of shot guns but rifles are also available and staff do not train with these weapons.

GS-19 The Canada goose population is out of control resulting in goose feces throughout the grounds. A goose control program is recommended.

PART II: **Points of Particular Achievement Noted by Visiting Committee**

INSTITUTION DIRECTOR: During the inspection the Visiting Committee was particularly impressed with the items listed below.

AC-31 program animal housing and enrichment is exceptionally well done.

C-12 - The new education bldg addition used many LEED certified products. Re-cycling efforts of staff are strong. Recycling efforts in public areas including the new Plaza Beastro, could be strengthened to match internal efforts.

EI-10b The previous VC noted that some of the interactive exhibits in the Reptile House were not functioning. Not only were all interactives functioning during this visit but the number of interactives has greatly increased.

G7- The county, society and foundation work in close partnership to manage the Zoo. As a result the community is able to enjoy and benefit from a strong and healthy Zoo.

S-16 The management staff has an exemplary level of participation in AZA programs.

SS-23 Drills are organized by the volunteer department and are conducted at least six times a year.

The Vet department is well respected by all other departments in the Zoo.

Overall the institution has a good level of comardie and team work.

The Zoo has dedicated sufficient holding/breeding physical space for the bird and herp collection.

The fly control program in the Zoo is outstanding (except where noted).

The gorilla forest indoor animal areas are well designed and highly enriched.

The medical training with the gorillas is noteworthy.

"Catch the Keeper" talks are well advertized and provide excellent guest interaction.

The amphibian conservation building is well done. The avian conservation prop building, when finished, will be an excellent resource for avian sustaintability.

The Zoo's science program with Friends University is an excellent program.

The new tiger, gorilla, penguin exhibits and the Plaza Beastro are wonderful new additions to the Zoo.

**Sedgwick County Zoo
Accreditation Inspection Narrative Report
July 13-16, 2009**

The Visiting Committee consisting of Team Chair, Karl Kranz, Executive Vice President for Animal Programs/COO, Maryland Zoo in Baltimore; Dr. Joseph Smith, Veterinarian, Ft Wayne Children's Zoo; and Brian Aucone, Assistant Zoo Director/Director of Animal Management, Oklahoma City Zoo and Botanical Garden inspected the Sedgwick County Zoo July 13-16, 2009.

Previous Inspection

The zoo was last inspected on 7-10 July, 2003. All of the items identified by the previous team were addressed and were not an issue during this inspection. For example, there are a sufficient number of trained identifiable security officers in the zoo. In our interviews with staff we did not hear the same concerns that the previous Visiting Committee had reported concerning the need for additional keeper staff for the hospital and animal care. The zoo has replaced the ozone system in the otter exhibit and has installed an ozone monitoring system. Schaneè Anderson, the Education Curator, has re-organized the docent program. As a result of the last inspection, the graphics department has been re-organized and provided additional resources. Finally, the facility concerns that the previous inspection had noted have been corrected.

Interviews

The Visiting Committee met and interviewed the following individuals:

Mark Reed, Executive Director
Jim Marlett, Assistant Director
Scott Childs, Operations Coordinator
Dr. William Bryant, Senior Veterinarian
Dr. Sandra Wilson, Veterinarian
Nate Nelson, Curator of Reptiles, Birds and Fishes, Commissary
Missy Knight, Curator of Horticulture
Steve Fairchild, Guest Services Director
Jeanette Summers, Curator of Graphics and Exhibits
Joe Barkowski, Curator of Birds
Mike Quick, Curator of Mammals
Aletha Kinser, Registrar
Mike Forbes, Elephant Supervisor
Steve Houlik, Society President
Scott Ochs, Society Treasurer
Susan Vaupel, Foundation President and Society Board Member

Gayle Malone, Society Board Member
Ron Holt, Assistant County Manager (Sedgwick County)
Steve Onken, Development Director
Christan Baumer, PR and Marketing Manager
Melissa Graham, Special Events Manager
Lynn Duncan, Admissions/Membership Manager
Vickie Moore, CFO
Schaneè Anderson, Curator of Education
Kim Partlow, Food Supervisor
Lu Geis, Gift shop Supervisor
Keith Gutierrez, Security Supervisor
Mathilda Sipult, Veterinary Technician
Jennifer Kropf, Veterinary Technician

Animal Collection

The animal collection is impressive and well balanced between different taxa. According to the AZA 2008 Benchmarks Survey of Zoos with annual budgets of \$6M or more – the Sedgwick County Zoo (SCZ) ranked 15th in the number of species in the collection and 13th in the number of specimens in the collection. This is a remarkable achievement as the zoo's SMA population is just under 600,000.

The Visiting Committee was impressed with the amount of holding and breeding space for working with different taxa, both currently and under construction, particularly for avian and herpetological sustainability programs. All animal care staff is well trained and the general husbandry and training programs for the collection were excellent. The gorilla medical training program was comprehensive and covered the suite of behaviors required to adequately assess the all male collection needs. The fly control program is providing a high level of suppression throughout the zoo to the benefit of the collection, staff and guests, with the exception of the Mexican gray wolf pack. The Visiting Committee believes that the Mexican gray wolf pack fly issue needs to be reexamined. The team was particularly impressed with the level of husbandry and enrichment provided to the education outreach animal collection. Enrichment and training programs are ongoing throughout the zoo but the team recommends that the documentation be improved within the bird department and that the entire program be expanded to include the herpetology department.

The elephant management program is comprehensive and, even though an ERD is not available, the training and positioning with both elephants is adequate to sufficiently accomplish procedures with the elephants in a free contact scenario. In addition, the training for staff in this area was well done and staff was comfortable and well trained with the elephants before being released to work independently in full contact. Behavioral profiles for both elephants were available but had not been updated since 2006 and the Visiting Committee recommends that these be brought up to date and kept current.

The zoo has added numerous excellent exhibits since its last inspection, including the Downing Gorilla Forest, The Slawson Family Tiger Trek, Amphibian Conservation Building (an off exhibit facility) and Cessna Penguin Cove. All exhibits are very well done from the public, staff and animal perspective. In the Downing Gorilla Forest three bachelor groups are being housed, necessitating one of the groups always being in the off exhibit holding area. The design of the off exhibit holding areas is first class and provides numerous climbing and enriching opportunities on a level par with the on exhibit areas.

A major concern for the Visiting Committee was the zoo's pest control program. While we did not see any significant evidence of pests there were concerns about how the program is implemented. The program is overseen by the vet department, implemented by an outside pest control firm, and the monitoring of the application fell to different staff throughout the zoo to administer in their individual areas. However, none of the zoo staff have had formal training in pesticide/herbicide application. The Visiting Committee recommends that the zoo determine whether a state applicator's licence is required for in-house staff to apply rodenticides and pesticides throughout the zoo. Additionally, the team found that rodent bait boxes are not adequately maintained. The Visiting Committee found boxes that were not locked, one case of the rodenticide blocks not properly secured within the bait box, one case of two blocks of rodenticide left on top of insulated duct work (left either by a rodent or the outside pest control contractor) and mosquito dunks in an unlabeled zip lock bag.

There were a few additional minor concerns noted within the animal collection. Records that are not computerized, including acquisition/disposition records, dealer profiles and certain medical records, are not duplicated or stored in a fire proof container. The meerkat exhibits, while spacious, did not provide a substrate in which the animals could dig and maintain burrows for retreat. The Visiting Committee recommends that either a substrate be placed in the exhibit where the animals can create burrows or that additional above ground retreats be provided to allow the animals enough retreat to satisfy their natural behavior to retreat when threatened.

Veterinary Care

The veterinary department is staffed with professional individuals that are knowledgeable in their field. The Visiting Committee met with Senior Veterinarian Dr. Bill Bryant, Associate Veterinarian Dr. Sandra Wilson, and veterinary technicians Mathilda Sipult and Jenny Kropf. Jenny is a recent addition to the team and had only been at the zoo for a short period at the time of the inspection. The entire group seems to work well together, each understanding the importance of their role. The entire department is well-respected by all other departments within the zoo.

During the tour of the zoo, the Visiting Committee found a healthy animal collection. All animals appear to be free of obvious signs of disease. One exception is the Mexican gray wolves, which appear to be suffering from chronic active fly strike to their ears. While the governmental program regulating this species does limit options for treatment, alternative methods should be explored to help alleviate the pain and discomfort associated with flies. The fly control system in place throughout the rest of the zoo was exceptional, and flies were not observed anywhere near

any other exhibit. There was also no evidence of parasites in the collection. The fact that the entire farm animal collection is free from internal parasites is quite a feat. However, the continuous use of a single dewormer (Strongid) should be evaluated as such protocols can quickly cause a drug-resistant population of parasites to develop.

The veterinary hospital is a well-built facility with the lab/necropsy and quarantine areas housed in two additional separate buildings. The hospital is well equipped with modern diagnostic equipment, including the recent addition of digital radiography. Chemical capture equipment is available and appropriate for the animal collection. However, there were some concerns regarding training with the equipment. Cartridge-powered darting rifles are housed in the veterinary hospital and available for emergency use, but no one in the zoo routinely practices with it. The compressed gas-propelled darting equipment is used routinely by the zoo veterinarians. However, other trained darters (vet tech Mathilda Sipult, and mammal curator Mike Quick) do not regularly practice or train with it. Staff report that there are occasionally times when both veterinarians are out of town. The zoo does have several local consulting vets that help when both zoo vets are gone, but they do not train or practice with the darting equipment. Thus, the medical care is covered, but darting is not. Additional trained dart team members are necessary to cover potential emergencies during these circumstances.

Controlled drugs, including class II narcotics, are available and appropriately stored in the veterinary hospital. The class II narcotic drug log is stored in the safe and consists of written notes for each instance the drug is used, including date, amount used and initials. MedARKS is used as a log for other controlled drugs. The system that is in place does use individual bottle numbers. Additionally, regular inventories of the controlled drug safes are not conducted. As a result, the system that is in place has no way of determining when controlled drugs might be stolen, lost or abused in some way. Consultation with the DEA is recommended to ensure that drug labeling and drug logs conform to all appropriate laws.

The pharmacy is well-stocked with other drugs and supplies. A system of colored stickers is in place to easily identify expired drugs. The drug inventories are regularly checked by the vet techs, and expired drugs are removed and placed in clearly labeled "expired drug" shelves. However, the amount of drugs stored in these expired drug shelves seems to be larger than expected. Although the inspection team did not see any evidence of expired drugs being used, staff report that these expired drugs are sometimes used in non-mammalian animals, but might also occasionally be used when large amounts of drugs may be required in a short period of time, depleting their regular unexpired stocks (e.g. treatment of acute disease in a megavertebrate). This policy should be reviewed, as it is not compliant with USDA regulations.

The veterinary staff does an excellent job of responding to emergencies and other concerns by the animal care staff. However, due to the growing animal collection size, the veterinarians appear to be having difficulty keeping up with preventative medicine. Both the veterinarians and the animal care staff reported that many of the preventative procedures are initiated by the keepers, not the veterinarians. A better-organized system of knowing when preventative procedures are due would help to ensure that none are missed or delayed. The veterinarians also report that some routine exams have recently been extended from an every-two-year schedule to an every-three-year schedule. This infrequency of routine exams does not allow the veterinarian

to find diseases and other problems early, when they may be more easily treated. While the addition of a second veterinary technician may help to alleviate the workload of the veterinary staff, it is recommended that the preventative medicine program be re-evaluated once that person is trained, as additional staff may be necessary to maintain an appropriate level of preventative medicine for the size of the animal collection.

Animal diets appear to be appropriate for the species. All animals appear to have adequate body conditions, with no obese or overly thin animals observed during the inspection. Animal food appears to be stored and prepared under appropriate conditions, with two exceptions. The first is a dripping cooling unit in the walk-in freezer within the commissary, which is dripping water/ice down onto the shelves of underlying food. The second exception is that hay in the main hay storage barn is stored directly on the concrete flooring. Secondary hay storage locations throughout the zoo have the hay appropriately stored off the ground on pallets.

Conservation

For a zoo of its size and budget, the SCZ conservation program is impressive. In 2009 the zoo plans to spend \$81K, of which \$55K comes from the operating budget on conservation commitments. The zoo funds conservation projects in three categories: SCZ supports recommended conservation initiatives from its various professional conservation associations, such as AZA and WAZA; SCZ supports special signature conservation programs such as the International Iguana Foundation and the American Livestock Breeders Conservancy; and projects that link exhibits at the zoo to *in situ* conservation projects. Executive Director Mark Reed told the Visiting Committee that he would like to have a conservation project for every SSP species in the collection.

The zoo's role in conservation projects around the world is highlighted in several graphics. The public is encouraged to participate by contributing funds at an exhibit, such as the Cessna Penguin Cove exhibit, a rounding up program at the gift shop and other fund raising events such as behind-the-scenes rhinoceros encounters. The Executive Director's next goal will be to have a conservation surcharge added to the admission fee.

The new addition to the Cargill Learning Center was built with many LEED certified products. Staff has a strong internal recycling program. Recycling efforts in the public areas, including the new Plaza Beastro, could be strengthened to match internal recycling efforts. Non-management staff is able to apply for funding for participation in zoo conservation efforts.

Conservation/Education and Interpretation

The Visiting Committee was impressed with the educational program and, in particular, the level of care received to the outreach animals by the education staff that directly take care of them. There are numerous different educational programs, both on site and through outreach that covers the spectrum from small children to adults. The educational facility, which was recently expanded, was excellent and provided ample classroom space for the number of programs being

offered. The education department also oversees the docent program, which includes a junior curator program. The team had an opportunity, while in the park, to visit with both volunteers and docents and they were well trained and knowledgeable about the animals, animal escape procedures and the institution. The education team also solicits input from their students and their parents about the effectiveness of their programs and uses that information to make positive adjustments as needed.

There were many interactive graphics throughout the zoo which were well done and fully functional. The graphics department has a good physical space and supplies to do their jobs. The Visiting Committee was impressed that the zoo's slide/photograph collection was protected by a fire resistant room. The animal ID graphics are made in-house and look good, but the material used does not hold up long and the inspection team noted some graphics that were faded and in need of replacement on a more regular basis. The zoo also has an affiliation with a local university, Friends University (Zoo Science Program), in which zoo curators teach zoo biology courses in their respective taxa/disciplines which provides a good training ground for future zoo employees, both at this institution and other facilities that they may seek employment. Additionally, all full time staff members have access to computers, the internet and to the library on grounds.

Research

While the zoo does not have a separate research department, it does have an IACUC-like committee that reviews and approves all research requests. The zoo supports a wide array of research/conservation projects, and it is the goal of the Executive Director to support at least one project pertaining to each of the SSP-associated species within the zoo's collection. The zoo is well on their way to achieving this goal. Graphics throughout the zoo clearly demonstrate to the public the global nature of the many projects supported by the zoo. While the zoo does actively support research in general, very little primary research is being conducted by staff. Some staff expressed a desire for the zoo to get more directly involved with research and conservation projects as opposed to just providing financial support.

Governing Authority

As the previous Visiting Committee report pointed out – SCZ has a unique governing authority. There are three entities involved in the management of the zoo: Sedgwick County, the Society, and the Foundation. The Visiting Committee had lunch with the leadership from all three entities. We found them to be knowledgeable about the zoo and very engaged in the zoo's mission and masterplan. This group expressed strong support for the Executive Director, an understanding of their fiduciary responsibilities, and an appreciation for the knowledge and strength of the zoo's leadership team.

We agree with the previous Visiting Committee's observation that this system is an excellent template for other zoos to use and note that, following our inspection, a Zoo Director from another institution was scheduled to visit to learn more about this partnership.

Staff

The Visiting Committee met with numerous different staff throughout the inspection. Everyone was very professional and all had the ability and training to perform their assigned duties. A concern was voiced by the previous inspection team about keeper staffing levels at the then future Downing Gorilla Forest. The current team visited this exhibit and its staff and both the Visiting Committee and staff in the area believe that they are adequately staffed for the number of animals and exhibits in this area. Nearly all management level staff is involved with numerous AZA programs and other conservation programs or initiatives outside of the zoo, and the institution should be commended for this effort. The team did note that non-management staff was not represented in these types of programs. The current economy has necessitated budget cuts that have affected the travel and professional development for this institution.

The team believes that salaries were in line for this region of the U.S., with the exception of the Custodial Supervisor and the Executive Director. The Visiting Committee believes that the Custodial Supervisor salary is below range and low for the level of responsibility of this position. While it was noted that the county is discussing this issue currently, the inspection team believes that the Executive Director's salary is also low compared to similar positions within AZA institutions, particularly considering the level of responsibility to the county, the foundation and the society as well as the number of years that the Executive Director has been at the institution in this position.

The zoo has an in-house safety committee to monitor safety protocols and the institution has not had major incidents, with the exception of a recent visitor exposure to a degreasing product that was accidentally used as a Snow-Cone flavoring. The Visiting Committee was provided a very thorough assessment of this incident and believes that appropriate measures have taken place to address and avoid this in the future. The zoo also has the luxury of having the county develop and train staff in safe workplace practices. The zoo itself provides an excellent in-house training program for staff on such topics as zoonotic diseases, CPR training, animal escape procedures, etc., which is regularly scheduled throughout the year. Staff was also knowledgeable of the accreditation process.

The unique governing authority situation described above presents some human resource (HR) management challenges for zoo staff. The Executive Director, animal keepers and maintenance staff are, for example, county employees and are subject to county policies and procedures. Society employees, e.g. guest services, and membership staff are not subject to county rules. Currently no one has sole responsibility for HR for the society. HR duties are split between the CFO and the Assistant Director. During our interviews with society employees they expressed to us the need for more HR support. While it appears that the current system is working, the Visiting Committee recommends that the zoo look more closely at the situation, especially in light of the fact that the Assistant Director is scheduled for retirement and that federal, state and local HR-related laws and regulations are only becoming more complicated.

Support Organization

As discussed under the *Governing Authority* section – there are three separate entities that provide support for the zoo. The entities work well together and as a result the community is able to enjoy and benefit from a strong and financially healthy zoo. The foundation raises money strictly for the endowment, which can be used in a financial emergency.

Finance

SCZ appears to be financially sound. The zoo has a policy where the operating reserve must be 25% of whatever the society expenses were during the previous fiscal year ending December 31. The operating reserve for this year is \$1.5M. The zoo is projecting a large surplus this year, so the Finance and Executive Committees have recommended to the board that the operating reserve be increased to 30%. If this recommendation is approved, the operating reserve would increase to \$1.8M. This policy is prudent given the condition of the US economy and the nature of the business environment (aircraft industry) in the Wichita area (i.e., the local economic recovery may lag behind the National economic recovery).

Physical Facilities

The zoo is a large facility adjacent to an even larger county park. Since the last inspection in 2003, the zoo has added three new major exhibits – The Downing Gorilla Forest (2004), Cessna Penguin cove (2007) and The Slawson Family Tiger Trek (2009); an off exhibit breeding facility -the Amphibian Conservation Center (2009), the Cargill Learning Center (2006) and the Plaza Beastro (2008). These facilities are well designed and state of the art. This is an impressive accomplishment.

A major concern that the Visiting Committee learned about from several staff members and further verified through our staff interviews is that during the construction of these new facilities the maintenance staff was utilized and outstanding maintenance items as well as preventative maintenance was deferred until the new exhibit opened. Staff expressed concern that at these times they are taken away from their normal duties to address minor maintenance items themselves, taking away from time to do training and enrichment. This was a particular problem during the construction of the Downing Gorilla Forest. Based on that experience the Executive Director scaled back the maintenance staff's involvement in subsequent construction projects. However, even with a reduction in the maintenance department's participation in subsequent new construction, staff still expressed concerns about delays in having maintenance work done. All staff interviewed noted that any safety issues are addressed immediately. The team also found that, aside from the mechanical room at the wallaroo exhibit and rust issues in the orangutan holding area as needing repair, there were no apparent major maintenance issues not addressed.

The inspection team was given a list of (ca. 95) outstanding maintenance items submitted by staff. Some items were over 2 to 3 years old. The work order system is available to staff electronically and by paper reports. Some management staff expressed frustration with not being able to determine the status of work orders. The Visiting Committee recommends that the zoo look for ways to improve the management of the work order system.

A new off-exhibit bird breeding barn was under construction during our visit. Older facilities, such as the Jungle Trek, are well maintained but could use some additional maintenance/custodial cleaning on a more frequent basis, e.g. the air duct vents and the upper reaches of the building had a build up of dust and spider webs. The team observed one trip hazard in the Jungle Trek, a valve box lid in the middle of the guest path needed to be replaced. Additionally, all facilities for the support staff, e.g. graphics, commissary and maintenance had adequate facilities.

While not overly prevalent, there were a few areas where extension cords (e.g., elk holding area, a guest services facility near the zoo entrance) were being used permanently and should be removed. We should note that, as these areas were pointed out to staff, the extension cords were removed and/or a work order was submitted to correct the problem. There were also areas in the education and amphibian/reptile building where electrical outlets without GFI protection were located near sources of water. Some of these outlets were located well off the floor and probably didn't warrant GFI protection at the time of installation, but staff has subsequently located aquatic enclosures either below the outlets and/or in close enough proximity that the zoo should reevaluate these areas for GFI/GFIC protection.

The zoo's main entrance houses the membership offices, gift shop, CFO's office, security offices, cash room, storage, first aid station as well as the ticket windows. This facility is at capacity and needs to be expanded. Executive Director Reed told the Visiting Committee that there were plans to renovate and expand the main entrance. The team agrees that the main entrance needs to be renovated and expanded, especially as attendance and membership continue to grow.

The zoo has ample restroom and hand washing facilities (8 locations in the zoo and one at the main entrance). At animal contact areas it would be more helpful if interpretative information was provided as to why hand washing is important, how long to wash your hands to adequately clean them and to provide this information in Spanish.

Overall, the facilities were well maintained and provided adequate space for the needs of the animals, visitors and staff.

Safety/Security

Overall, safety measures were in place throughout the zoo and they were being properly followed. A few exceptions were found by the Visiting Committee. MSDS books are found in many areas of the zoo and are kept updated. However, some areas rely on master copies of MSDS sheets which are housed in the Clock House (time clock area at the front of the zoo), which is not near the area where the chemicals are being used.

Several concerns were found by the inspection team regarding the alarm system for venomous snake bites. The only exotic venomous snake in the collection is a king cobra, and an alarm switch is not located anywhere near this exhibit. The alarm switch for the quarantine area is located outside the room where venomous snakes would be housed. Snake bite alarms are appropriately housed in other areas where venomous snakes are housed. However, when an alarm is sounded, it is impossible to determine in which of the several locations the problem is occurring. Also, the zoo should have a consulting physician review the venomous snake bite protocols. Whether to have an epinephrine pen (Epi-pen) that is accessible should be evaluated by the zoo.

The zoo has an excellent system for conducting animal escape drills. The drills are organized and conducted by the development staff and are led by the volunteer coordinator. This system ensures that the drills are a surprise for all animal care and veterinary staff. Drills are conducted at least six times a year, and a detailed record is written for each one.

A variety of weapons are available to use in the event of an animal escape or emergency. The weapons are properly housed in gun safes and are only accessible to shooting team members. The shooting team is properly trained in the use of the shotguns. However, rifles are also available, but none of the shooting team members regularly train with these weapons. The use of rifles in animal escapes and the proper training of shooting team members in their use should be reviewed.

All staff carries two-way radios that allow for communication across the zoo. However, guest services line staff have radios that only operate on a guest service frequency. Communication between them and the rest of the zoo staff must first be relayed to a guest services supervisor and then repeated on the main zoo radio frequency. This may result in a delay or lack of communication during emergencies where all staff may be involved.

Many animal holding facilities are large with many enclosures, chutes, and shift doors. The complexity of these systems may benefit from better labeling of shift door handles to ensure that the correct doors are being opened/closed when working in these buildings or shifting animals. Additionally, some of the service gates are not clearly labeled as "employees only," and may result in visitors accidentally wandering into unsafe locations. Panic hardware and exit signs are appropriately installed throughout the zoo. One exception is the outdoor walk-in freezer for meat/fish. The door to this freezer is closed and locked with a padlock and cannot be opened from the inside if someone is accidentally locked in the freezer. This almost happened with one

of the Visiting Committee members, as it is difficult to see inside the freezer because of condensing water vapor.

Barriers that separate animals from the public are adequate in most exhibits. However, a few exceptions were noted by the inspection team. In the walk-through aviaries, the kea exhibit is such that visitors could stick fingers into the enclosure. Also, when walking through the aviaries, visitors can approach the wire containing guanacos in the adjacent exhibit. As the team walked by this area, the guanacos exhibited aggressive behavior (e.g. pinned ears). In two areas (the Jamaican iguana exhibit in the herp building and the box turtles in the education building) visitors have the ability to reach down and touch or pick up the animals on exhibit. The team also observed visitors interacting with the Aldabra tortoises while sitting on the rocks that comprise the exhibit barrier.

Executive Director Reed told the Visiting Committee that at the beginning of each month an all zoo email goes out reminding staff to check the condition of the fire extinguishers in their area. In general, we found that most fire extinguishers were being checked but we did observe that in some locations the extinguishers were not being checked. The team recommends that the zoo clarify who is responsible for which fire extinguisher.

CO2 charged fire extinguishers are routinely used for animal control during introductions. The CO2 extinguishers look identical to the regular fire extinguishers except that they have a small green sticker indicating that the tank is filled only with CO2. The Visiting Committee suggested that the zoo think about painting these animal control CO2 extinguishers a different color so that the two types of extinguishers could not be confused in the event of a fire.

During the inspection, the Visiting Committee noted that empty green medicated feed buckets [Strongid (pyrantel)] were being re-purposed for a variety of uses in the animal service areas. While the re-use is admirable it does pose risks that could be avoided by using a bucket that is a different color.

Guest Services

The Visiting Committee found numerous wild Canada geese throughout zoo grounds, especially near fish feeding stations. The goose population density on grounds was found to be very high, posing a health risk to both collection animals and visitors. Large volumes of goose feces were found on grounds and on visitor walking paths. Historically, the zoo participated in a translocation project so all young geese were collected each year for the project. The zoo has not participated in this project in the last three years. At the time of the inspection, no control measures were in place to help minimize the goose population on grounds.

