



TOPEKA  
ZOOLOGICAL  
PARK

*Elephant Program Manual*

*Updated 2005*

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## **Mission Statement**

**The Topeka Zoological Park elephant management program will maintain its elephants in conditions that meet or exceed the AZA minimum standards for captive elephants in a manner that ensures the safety of staff, visitors, and the animals, while providing the visitors with the opportunity to learn about these magnificent creatures and their conservation.**

By providing for the psychological, physical and social needs of the elephants residing at the Topeka Zoological Park through a protected contact system of management.

By ensuring staff are continuously updating their knowledge of elephants through in-house training, schools, conferences, and workshops.

By providing public programs, demonstrations and presentations to educate zoo visitors and the community about captive elephant management and the conservation needs of wild elephants.

## **Elephant Training Philosophy**

The Topeka Zoological Park elephant program utilizes operant conditioning techniques in a protected contact system to meet the needs of the elephants. We strive to establish a cooperative environment between elephants and trainers such that all husbandry and veterinary care can be carried out without undue stress on the animals and in the safest means possible for staff and elephants alike. Because of this, physical discipline of any kind will not be tolerated. "No" and time outs are the only acceptable forms of discipline with the elephants in this program.

Because a positive relationship between elephants and trainers is being sought, we will try to make all initial interactions between new staff and the elephants positive. In this regard, new staff should then have a firm healthy foundation on which to build their own relationship with each elephant.

## **Break in Period with the Elephants**

Experienced staff will coordinate all efforts toward establishing a working relationship with each of the elephants and the new trainee. The main priority of this program is safety. Every precaution should be taken to maintain a safe working environment for both staff and elephants. One of the main goals is to have all elephant staff capable of handling each elephant in any situation that arises. Consistency will be the key to our program's success. All staff members are responsible for knowing the command criteria and upholding it. All staff members are equally responsible for ensuring that others are also upholding all command criteria for the elephants.

The progress of the trainee will be based on daily evaluations of the animals' response to the trainee, seeing consistent responses from the elephants, and the trainee demonstrating confidence and flexibility in handling all circumstances that might arise with the elephants. In general, new staff will work through the following process, however, this process may be altered as the need arises. New staff will be trained on "Tembo" first, and then will move onto "Sunda".

There are several levels to the elephant training program. Mechanics- levels 1-3. Only those who complete level 3 will be considered a full mechanic. Mechanics give no commands to the elephants, but help handlers/trainers to complete all husbandry for the elephants. Level 4- Handler. This level has been split into 2 sections: 4A is work on "Tembo" and 4B is work on "Sunda". The trainee must complete both of these sections to be a full handler. A handler is someone who can give the elephants commands and do all basic husbandry. Level 5 is the final level and once complete the staff member will be considered a trainer.

## Level 2

New staff will be able to demonstrate the knowledge or ability to effectively do the below items prior to being signed off on each item by their trainer. New staff at this level will not actually be physically working with the elephants. This stage allow them to learn about the elephants as well as tools they will need for the subsequent levels.

- Identify elephants
- Individual elephant backgrounds and behaviors
- Demonstrate familiarity with chaining routine
- Demonstrate familiarity with bath routines as a mechanic
- Herd dynamics
- Protected contact methods and applications- proper use of bridge, reinforcer, use of target pole, and how to build compliance with the elephants
- Read Don't Shoot the Dog by Karen Pryor
- Participate in the training game

*Trainee should be trying to watch all training sessions that they can attend. They should be studying the manual to learn the commands, criteria, as well as general information about the elephants. All of this will be used to take tests. The trainee at the level will not actually be doing anything hands on with the elephants, but they should be able to describe what goes on during a bath or footwork, and during chaining.*

### Level 3

New staff will be able to demonstrate the knowledge or ability to effectively do the below items prior to being signed off on each item by their trainer. They must demonstrate an ability to follow instructions from the handler/ trainer, communicate effectively and work safely.

- Graining of elephants
- Chaining of elephants
  - Tembo
  - Sunda
- Bath Routine
  - Tembo
  - Sunda
- Medical treatments (when needed)
- Beginning footwork- tools, care, and basics
- Demonstrate ability to train new elephant staff in all levels of mechanic training

*At the end of this level, the trainee will be considered a mechanic. At this point the trainee may choose to stop, or continue training to become an elephant handler. The mechanic is not to give any commands to the elephants. The trainee does not have to demonstrate the ability to train new staff if they choose not to. They can still become a mechanic, they will not be able to train new staff however.*

## Level 4A “Tembo”

New staff will begin working elephants as a handler. Some of the steps will be concurrent with both elephants, while others will be split up, with the trainee starting on “Tembo” first and “Sunda” second. Progression through the training process will be based on daily evaluations of the elephant’s response to the person, and the trainee getting consistent responses from the elephant(s). Furthermore, the trainee must demonstrate confidence and flexibility in handling all circumstances that might arise during a training session. When both sections of level 4 are successfully completed, the trainee will receive a certificate of “Elephant Handler”.

- Stationing elephants
- Graining elephants
- Transfers

*The above steps are done simultaneously with both elephants. Once signed off on these, trainee will be able to shift and grain the elephants according to the elephant manual guidelines.*

- Chaining
- Bath Routine
- Working elephant for routine foot care
- Working elephant during medical treatments or blood draws

*Once this level has been completed, the trainee will be able to work “Tembo” for all of the above scenarios, and they will then move on to “Sunda”.*

## **Level 4B “Sunda”**

Progression through the training process will be based on daily evaluations of the elephant’s response to the person, and the trainee getting consistent responses from the elephant(s). Furthermore, the trainee must demonstrate confidence and flexibility in handling all circumstances that might arise during a training session. When both sections of level 4 are successfully completed, the trainee will receive a certificate of “Elephant Handler”.

- Stationing elephants
- Graining elephants
- Transfers

*The above steps are done simultaneously with both elephants. Once signed off on these, trainee will be able to shift and grain the elephants according to the elephant manual guidelines.*

- Chaining
- Bath Routine
- Working elephant for routine foot care
- Working elephant during medical treatments or blood draws

*After successful completion of this level, the trainee will be considered a full handler of both elephants. The trainee may chose to remain at this level, or they may go on to level 5. If they chose not to complete level 5, they cannot take part in teaching the elephants new behaviors or reworking old behaviors. The handler is also not allowed to train new staff on the elephants.*

## **Level 5 Becoming a Trainer**

Completion of this level will consist of the trainee picking a new behavior to be trained, or by taking an existing behavior and reshaping it. This will encompass speaking with the elephant supervisor about a behavior, filling out training logs to document progression, and successfully accomplishing the goal. When this is done, the trainee will be considered a trainer. The trainee will receive a certificate of “Elephant Trainer”.

Trainee at this point must also demonstrate the ability to mentor and train new elephant staff. The trainee may still become a trainer even if they do not complete this step, they will not be considered as a trainer to new staff however.

*Once the staff member has completed this step, then they can continue to train new behaviors and rework old behaviors on both elephants. Before new behaviors are to be trained, the staff member must consult with the elephant manager first.*

*One primary trainer will train each new behavior with the elephants. This is to ensure consistency in the way the elephant is being taught. Once the trainer has successfully taught the new behavior to the elephant, then the behavior can be passed along to other staff members to begin including into the daily repertoire.*

## Definitions Associated with Learning and Training

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

**Operant Conditioning:** A type of learning in which the probability of a behavior recurring is increased or decreases by the consequences that follows. This includes positive reinforcement, negative reinforcement, and punishment.

**Reinforcement:** Anything, which, occurring in conjunction with an act tends to increase the probability that the act will occur again (i.e. voice, food, touch).

**Positive Reinforcement:** Following an action or response with something the subject wants.

**Negative Reinforcement:** Following an action or response by removing an unpleasant event or stimulus, no matter how mild, that the subject wants to avoid (i.e. loud buzzer, an ankus, etc.).

**Primary Reinforcer:** A reinforcer that has an immediate biological consequence (i.e. food, water, warmth).

**Punishment:** An action whose purpose is to eliminate a behavior. Punishment does not give any information to the animal on how to change the behavior. It occurs after the response, so the subject cannot change the behavior. Potential risks- it may actually strengthen the undesirable behavior, such as escalating aggression.

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

**Bridge:** A sound or action that tells the animal that it just did something correct and reinforcement is on the way. This concept is termed a “conditioned reinforcer” or a “secondary reinforcer”.

**Continuous Reinforcement:** A schedule of reinforcement, where reinforcement is provided following each correct response. Trainers should work with animals using a continuous reinforcement schedule when the animal is in the process of learning a new behavior.

**Intermittent Reinforcement:** Any schedule of reinforcement that does not provide reinforcement following each response. Behaviors that are reinforced on an intermittent schedule are more resistant to extinction.

**Attention Span:** The length of time during which an individual is able to “concentrate” (i.e. is motivated to take part in a training session).

**Cue:** A signal that will bring out a specific behavior or reflex, as a result of a learned association. This concept is also termed a “discriminative stimuli”.

**Target:** A prop (or part of the trainer's body) which pinpoints a critical location for an animal in training, i.e. a trainer teaches an elephant to touch its foot to the end of a stick. When using this technique to shape a behavior it is called "targeting".

**Shaping:** The act of taking a small tendency in the right direction and shifting it, one small step at a time, toward an ultimate goal (i.e. the behavior being trained). This process is also known as "successive approximation". An "approximation" is one step in the process.

**Observation Learning:** A training technique where one animal is reinforced for imitating the behavior of another animal (including the trainer). This technique is effective when you are working with a species of animal that mimicry is part of their behavioral repertoire (i.e. a trainer repeats a verbal phrase to a parrot to teach it to talk).

**Physical Manipulation:** Physically manipulating an animal to perform a certain behavior.

**Habituation:** The process of getting an animal used to a new or aversive stimulus through gradual exposure.

**Desensitization:** Actively and specifically pairing a positive reinforcer with a negative event until the negative event loses its ability to adversely influence behavior. Over time it can actually turn the event into a positive one.

**Capturing:** A shaping technique where the trainer waits for the animal to offer a behavior (or an approximation of a behavior) then reinforces that response, also known as "scanning".

**Baiting:** Use of food items as (visual or olfactory) stimulus to lure an animal to an area or position.

**Behavior Criteria:** The level of behavioral response that must be met to earn reinforcement.

**Jackpot:** A reward much bigger than the normal reinforcer, like whole produce or items just used for this purpose like peanut butter, or a cup of sweet feed.

**Response:** The actual performance of the behavior.

**Stimulus:** Anything that causes some kind of behavioral response; a cue or signal. This can be anything the animal can perceive.

**Stimulus Control:** When a trained behavior occurs consistently in response to an appropriate cue.

**Regression:** Deterioration in learning progress or performance of a behavior, usually temporary. This is a normal part of the training process. Also refers to when a trainer retraces the steps in the shaping process to reinforce lesser levels of performance.

**Generalization:** Reinforcement of a specific behavior increases the frequency of similar behaviors.

**Time Out:** A mild form of punishment in which positive reinforcement and/ or the opportunity for positive reinforcement is withheld for a brief period of time immediately following an inappropriate or undesirable response.

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

**Superstitious Behavior:** An undesired behavior that is unrelated to the desired behavior, but is accidentally reinforced, and then becomes fixed in the animal's mind as necessary for reinforcement. The trainer is often unaware that this is being reinforced.

## Commands and Criteria for Behaviors

**Come here:** Come to the trainer.

**Line up:** To be facing the trainer with body being straight in line (shifting of weight and having a rear leg out a little is acceptable).

**Move over:** For the elephant to move laterally left or right with the trainer. Amount of steps can vary from 1 to 4.

**Stand on it:** To have all four feet on the ground.

**Bow:** To have front left knee touching the ground and left back leg up and level, with the trunk up.

**Trunk:** To have trunk up and straight in front of them. Tembo's should be touching the base of her trunk with an area near the tip. Will look like an "S". Sunda's will be turned up, forming a "U".

**Ears:** Both ears straight out to the side, or slightly forward.

**Ear:** When the elephant is parallel to the bars- the ear next to the bars should come out straight from the side of their body. Ear should be bent slightly forward with a bar resting on the backside.

**All Right:** To release previous command.

**Trunk down:** Trunk to be down on the ground in a relaxed position.

**Say Hello:** To vocalize on command

**Steady:** To hold position.

**Foot:** The foot being asked for should be resting on the front H-bar. This is a body directional command. Trainer should be on the same side as the foot they are wanting. Target poles may also be used, but trainer location is still important. For the hind feet, the elephant should be in the end position, and the foot desired should be resting on the H-bar. Again trainer should be standing on same side as the foot they are asking for.

**Other foot:** Used for switching feet. Trainer should release the previous foot, and then move to the other side of the elephant and ask for "other foot". *NOTE: This should not be given as a command when the elephant has placed the wrong foot up.*

**Move around:** To bring the body around parallel with the bars. Body should be straight, and sides of body slightly touching the bars.

**Move up:** To move forward.

**Move back:** To move backward.

**Pad:** Used with front feet, elephant should bend the ankle and bring the foot back level for pad inspection.

**Lean in:** Used for pressing entire body closer into the bars when in the “move around” position. Can also be used to bring the head closer to the bars in the “move around” position.

**Down (right & left):** From stretch position, to lie down on right or left side. Remember this is the elephant’s right or left, not yours.

**Stretch:** Elephant will be on elbows and knees. Will look like they are lying down on their belly.

**Come up:** Back end down on knees, front end up with one foot and trunk up (also known as a salute).

**Sit up:** Sitting position with front legs and trunk up.

**Leave it:** Not to touch an object.

**Kneel:** To have trunk up and both front ankles touching the ground, and one rear leg up.

**Pick it up:** To pick up an object.

**Give it:** To give the object the elephant is holding to the handler/trainer.

**Drop it:** To drop the object the elephant is holding.

**Push it:** Used with Tembo only- to push the object closest to her. Used mainly to get her to flip her tire or to push larger logs off of the fence.

**Are you...?:** (i.e. ...a good girl, silly girl, pretty, telling stories?). Elephant will vocalize after the question. Similar to “say hello”.

**Gimme your tongue:** Used with Sunda only- she will open her mouth and roll her tongue out towards you.

## Elephant Husbandry Procedures and Protocols

- Animal Comfort Guidelines
  - Outdoor minimum temperatures: Healthy animals may be readily acclimated to temperatures as low as 40°F, but animals should be frequently monitored at temperatures below 50°F (as per AZA husbandry guidelines for elephants).
  - Indoor minimum temperatures: 60°F
  - Elephants will be locked in a night when the temperatures fall below 40°F (including the wind chill).
- Transfers (also called shifts)- This procedure requires a minimum of 2 staff- one handler/trainer, and one mechanic.
  - When conducting a transfer, staff will use the supplemental radio system, so as not to disrupt regular zoo operations.
    - Although an internal radio system, it is important to remember that other people could be using a similar radio on the same frequency. Unnecessary conversations should be saved until after the transfer is complete and you can talk to the person face to face.
    - Staff is responsible to ensure radios are in proper working order prior to the beginning of the transfer. If a radio is not found in good working condition, the elephant supervisor should be notified. The zoo's radio system can be used in the event that there are not two properly working supplemental radios, just be courteous and use the radio as you normally would.
  - Basic transfer procedure from inside to outside
    - All staff involved will discuss the transfer plan- which doors are to be opened and which are to be closed prior to the start of the transfer.
    - Note: noise and talking in the back aisle should be kept to a minimum during transfers.
    - Handler/trainer will station the elephants at the front of the stall.
    - Handler/trainer will then notify the mechanic over the 2-way radio that they are clear to open the \_\_\_\_\_ hydraulic door.
    - Mechanic will respond with "10-4, opening \_\_\_\_\_ door" dependent upon which door they were told to open.
    - Once the appropriate door is open, mechanic will notify the handler/trainer as such.
    - Handler/trainer will respond with "10-4, sending elephants". Handler/trainer will then give the elephants the command "Go, Outside".
    - Handler/trainer will then go outside and station the elephants at the fence line. When ready, they will notify the mechanic that they are clear to close the \_\_\_\_\_ hydraulic door. Note: if food was placed in the yard, handler/trainer may not be able to station the elephants. In this instance they will

- watch them to make sure they stay away from the moving door.
- Following similar procedures as opening the doors, the mechanic will respond back with "10-4, closing \_\_\_\_\_ door".
- Once the door is closed and locked, the mechanic will notify the trainer that the "\_\_\_\_\_ door is locked and secure."
- Handler/trainer will respond with "10-4, releasing elephants".
- By discussing the transfer before hand, all are ensured of the same information. By repeating which door you, as the mechanic, were just told to open or close, you are ensuring that there is no mis-communication.
- Basic transfer procedure from outside to inside
  - This will follow the same procedures as the previous transfer. Remember to communicate which doors are to be opened and/ or closed.
- Transfer into the transfer stall
  - Handler/trainer will call the elephants into the transfer stall from the aisle door.
  - Once both elephants are in, the handler/trainer will instruct the mechanic to close the elephant door.
  - Extra noise and talking should not be going on at this time- it is important of the mechanic to be able to hear the handler/trainer in case they need to stop the hydraulic door for any reason.
  - Should the elephant break and try to reenter the elephant stall through the partially closed elephant door, the mechanic will be instructed to open the elephant door, while the handler/trainer keeps an eye on the trunk of the elephant that broke. Once the handler/trainer has gained control of the elephant, the transfer procedure can begin again.
  - Once the elephant door is closed, the mechanic will let the handler/trainer know that they are going to go chain the elephant door. The handler/trainer must maintain control of the elephants while the mechanic is chaining the door.
  - After the door has been properly chained, the mechanic will tell the handler/trainer that "the elephant door is chained and secure".
  - The handler/trainer will respond with "10-4, releasing elephants".
- Transfer from the transfer stall to access to elephant stall and transfer stall
  - **This is the only transfer that can be performed by just the handler/trainer.** If 2 people are present, then it is similar to the above transfer.
  - Handler/trainer will remove the chain on the elephant door.
  - Handler/trainer will then take the hydraulic controls over to the aisle door.
  - Handler/trainer will station the elephants and then open the elephant door.
  - Once the elephant door is fully opened, release the elephants and put the controls back in their proper place.

- Chaining- This is a 2 person procedure. Once a staff person has reached a level of competency with the elephants, they may chain Tembo alone, only if another handler/trainer is with Sunda.
  - There are a couple of ways to set up for the chaining procedure. Trainees will be advised of the different ways during their training. The major component to this procedure is communication between all elephant staff involved.
  - Handler/trainer will station the elephants away from the foot door so that the mechanic can set the chain up.
  - Handler/ trainer will communicate when the mechanic is clear to open the foot door.
  - Mechanic will communicate when the chain is set up and they are ready.
  - Handler/trainer will have 1 of the elephants come over to the foot door.
    - The elephant must be in the “move around” position.
    - Each elephant has different requirements for their trunk during chaining.
      - Sunda must be given the command “trunk”.
      - Tembo must be given the command “trunk down”.
  - Handler/trainer will ask the elephant for “foot”.
  - Mechanic will be told when they are clear to place the chain on the elephant’s foot.
  - Once the chain is in place, the handler/trainer will move the elephant away from the foot door and tell the mechanic when they are clear to close the foot door.
  - Mechanic will tell the handler/trainer when the foot door is locked and secure.
- Unchaining
  - This follows a similar process as chaining.
- Bathing- Wild elephants bathe daily, whether it is with water, dirt, or mud. Every effort will be made to provide the elephants at the Topeka Zoo with this activity.
  - For the health of each elephants skin, complete baths should be done a minimum of 3 times per week. A complete bath consists of a full hose down, scrubbing the body with an approved soap(such as BioGroom or Elephant Wash), and scrubbing the feet ( paying attention to the insides of the back legs where urine burns can occur).
  - Other days of the week, the elephants can receive a hose bath.
  - Feet need to be washed on a daily basis and scrubbed off, this allows keepers a close up inspection of each foot to note any problems or foreign objects imbedded in the nails or pad.
  - In winter months, the elephants should periodically be sprayed down with mineral oil to help alleviate dry skin. Scrappers or wire brushes can be used to help remove dry skin.
- Foot care
  - Each elephant should have all of their feet inspected on a daily basis. This allows for any problems to be spotted immediately, before they become a serious issue.
  - All 4 feet of each elephant will be done once a month. This may be minor maintenance or a major trim depending on the need. Again, the daily inspections will allow keepers to monitor each foot and then make decisions about what that elephant needs for foot care.

- Yard Maintenance

- The yard will be cleaned on a daily basis at a minimum.
- Summer Time:
  - The elephant pool will be cleaned at a minimum of once per week, but will be cleaned more frequently depending upon the elephants' usage.
  - The waterers will be cleaned on a daily basis. Weekly (or as needed) they should be scrubbed with bleach to prevent algae.
- Every effort will be made to remove as much left over hay as possible.
- Blading the yard will occur weekly as the weather allows.
  - It may be necessary to spring-tooth the yard to break up hard packed areas or to aerate areas.
  - Sand and dirt will be brought in on an as needed basis.
  - When blading the yard, a berm should be built up along the entire eastern edge of the pad. This is to prevent water run off into the yard. This helps to divert the water into the drainage ditch at the north end of the pad.
  - At no time should water be allowed to pool excessively in the yard. After a very heavy rain, the yard should be spring-toothed and bladed to help with drainage. The yard should try to be maintained at a slight slope as well to help with drainage.
- The pad (concrete area next to the building) should be hosed off daily as the weather allows.
- A drainage ditch should be maintained on the north end of the pad to allow for water run off. This area needs to be raked out periodically.
- Mud wallows are fine for short term use, but due to algae growth, they should be bladed over and filled in periodically.
  - It is not necessary to dig out a wallow area, the elephants do this on their own.
- Dirt piles can and should be brought in periodically for the elephants to play with and take dust baths with.

- Indoor Exhibit Maintenance

- The indoor stall should be cleaned and disinfected daily.
- Bars and walls should be scrubbed as needed.
- The area in front of the stall should be kept clean and bleached periodically.
- Manure will be removed from the stall two time a day at a minimum. This is especially important in the winter when the elephants are inside more.
- When the elephants are going to be locked in overnight, we will provide the elephants with a bag of pine shavings. The pine shavings help to keep the elephants' feet dry in addition to providing them with dust bath opportunities.
- On an as needed basis, the area around the drain should be power washed- this helps to remove the built up mineralized urine.
- The drain in the back aisle should be cleaned out daily.

- Safety- Facility Maintenance
  - Inspections of the elephant area should be made daily. Any problems or issues should be noted and followed up with the elephant supervisor.
    - If the elephant supervisor is not on duty, and the problem needs to be corrected immediately, notify maintenance.
    - Locks should be kept in good working order
    - Welds on the mesh over the foot door should be checked periodically.
    - Hydraulic doors need to be maintained in good working order.
    - Foot chains should be free of defects.
- Paperwork
  - The elephant checklist needs to be filled out daily. Note that this is a training log as well as a body condition check. There is also an area to note foot condition and work done on feet. This is an important resource and everyone needs to ensure its completeness.
  - When yard maintenance is performed, what was done and by whom should be noted on the yard maintenance sheet.
  - Enrichment needs to be documented daily on the DAR.
- Feeding
  - “Less hay more often”- hay will be provided throughout the day and documented on the elephant checklist.
    - They usually receive 3-5 bales of hay per day depending on their consumption and other factors such as amount of browse given, number of training sessions, etc. Amounts of hay are typically reduced in the summer when browse is readily available.
  - See edible browse list for approved browse. When collecting browse, make sure you are positive on the plant ID as there are many toxic plants in Kansas. The zoo’s horticulturist can help ID plants should you be unsure of the species.
  - Only handler/trainers are allowed to throw hay from the hay loft door when the elephants have access to the indoor stall. When alone in the building, staff should remember that they need to be a safe distance back from that door when it is open as Tembo can get her entire trunk through the door. When in doubt, it is better to bring the hay down and throw it in front of the stall.
- Graining
  - Each elephant gets 10 lbs of grain daily- split into 2 feedings
  - Graining can be done several ways.
    - The simplest way is to spread the grain out in either the indoor stall or outdoor yard prior to giving the elephants access to the area. This should not be the only way the elephants are grained however.
    - Generally in the a.m., the elephants are grained while being locked into the elephant stall.
      - If there is not a full mechanic present, the handler/trainer can grain the elephants during the transfer procedure.



## The Elephants at the Topeka Zoo

### **African Elephant- Tembo**

Tembo arrived in March 1976. She was between 4-6 years old when she arrived. Tembo made her way from Africa to a ranch in New Jersey before coming to the Topeka Zoo. She was a “pistol” full of vigor with no training. Tembo is curious and inquisitive toward structural changes or changes in personnel. Tembo will “snot” people when upset. “Snotting” is a term developed due to her behavior of placing her trunk to the side of her head and blowing. She will advertise to you what will happen next. Tembo will do mock charges, trunk swings and snotting when she is upset. Tembo will work well for food. The bobbin is Tembo’s favorite toy, she carries it everywhere she goes and will refuse to allow doors to shut if the bobbin is on the other side of the door. Tembo is more accepting of new staff. Tembo is a Swahili word for elephant.

Tembo’s health has been very good over the years. Her right tusk was removed on 19 March, 1990, after she cracked it up into the gum line. The heels of her back feet have a tendency to crack and she has had problems with toe nails on her back feet cracking.

### **Asian Elephant- Sunda**

Sunda comes from the foothills of the Himalayas. She lived in Germany prior to coming to the U.S. Sunda came to the Topeka Zoo in 1966 as a 3 year old. Sunda is slow to accept new staff members. She needs to develop a good rapport slowly with new personnel. Patience is the key to dealing with her. Sunda will not advertise her next move. She is the more “sneaky” of the two elephants. Sunda has a habit of trying to lure new staff into positions where she can lash out at them. Sunda studies people for a long time before she tests them. When upset, she will displace her aggression onto walls and the bars. Sunda is uncomfortable with some structural changes, whereas others she won’t even bat an eye at. Sunda enjoys playing with water- she can be seen splashing water out of the new pool. Sunda is incredibly intelligent, but not very food motivated. She is bored doing the same thing over and over, but really enjoys learning new things.

Sunda’s health has been fairly good over the years. Her pads are soft and need constant maintenance to prevent problems. She also has a problem with splitting nails, both from pressure and from her rubbing them on things. She does have some noted deterioration of digits on one of her front feet. Sunda had the bottom 12 inches of her tail amputated due to skin cancer. She has also had a problem with infections in her left temporal gland. This appears to be clearing up with treatments of unpasteurized honey.

### Behavioral Profile

DATE	
NAME OF PERSON UPDATING INFORMATION	
HOUSE NAME	
SCIENTIFIC NAME	
ACCESSION #	
STUDBOOK #	
ACQUISITION DATE	
SEX	
HEIGHT	
WEIGHT	
BIRTH DATE	
CAPTIVE OR WILD BORN	
LOCATION OF CAPTURE IF WILD CAUGHT	
CURRENT MANAGEMENT PROGRAM	
TRANSACTION HISTORY	

Reproductive History: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Socialization/ temperament: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

Trained behaviors:

Effective training tools and techniques: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Current medical problems and physical condition: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Past or recurring medical problems: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ELEPHANT INCIDENT REPORT

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

ELEPHANT(S) INVOLVED: \_\_\_\_\_

KEEPER(S) INVOLVED: \_\_\_\_\_

DETAILS OF INCIDENT: \_\_\_\_\_

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DID PUBLIC WITNESS INCIDENT:            YES            or            No

CORRECTIVE ACTIONS RECOMMENDED: \_\_\_\_\_

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## **Procedure for an Elephant Attack**

This is not a list to be done in a particular order. This is a list of what should be going on, delegated out and tried in the event of an elephant attack. What works and doesn't is entirely dependent on the elephants reactions to the situation. They may be agitated, or they may be calm. REMEMBER- UNDER NO CIRCUMSTANCES IS SOMEONE TO ENTER THE EXHIBIT WITH THE ELEPHANTS IN ORDER TO PULL THE VICTIM OUT.

- **STAY CALM-** instruct the victim not to move
- **CALL CODE 100, 202 or 302 ELEPHANTS ON RADIO**
- **ADVISE ADMISSIONS TO CALL 911-** we need ambulance and police assistance
- **DESIGNATE SOMEONE TO WATCH GATE D FOR EMERGENCY VEHICLES AND DIRECT THEM TO THE BACK SERVICE AREA OF A&M-** may need to hold back depending on the mood of elephants and where they are located with the victim. The person delegating (or responder) will notify everyone as such.
- **ALERT ADMISSIONS TO WATCH FRONT GATE FOR EMERGENCY VEHICLES**
- **RESPONDER SHOULD CALL: ELEPHANT SUPERVISOR, DIRECTOR, VET STAFF, ANIMAL CARE SUPERVISOR, REST OF MANAGEMENT** (Connie Ketz 1-437-2834/806-0442; Dawn Engelhaupt 383-3165; Patty Hawkins 608-4099; Mike Coker 289-2438/806-0224; Fawn Moser 232-2050; -OR CALL ON RADIO)
- **LOCK BUILDING AND GET THE PUBLIC OUT.** - if this is outside, then designate people to set up barriers to keep the public away.
- **GET PRODUCE, ALFALFA OR HAY TO DISTRACT ELEPHANT(S) CALL COMMISSARY TO BRING DOWN PRODUCE.**
- **GET FIRE EXTINGUISHER (BY OUTSIDE SERVICE DOOR), AIRHORN, PEPPER SPRAY, AND PITCH FORKS.**
- **GET ROPE WITH LIFE PRESERVER ON IT (LOCATED NEXT TO OUTSIDE SERVICE DOOR) TO PULL THE VICTIM OUT IF THE OPPORTUNITY ARISES**
- **CALL ELEPHANT BY NAME AND USE COMMANDS TO DISTRACT ( COME HERE, DROP IT, LEAVE IT)**
- **TRY OPENING HYDRAULIC DOORS TO DISTRACT ( ANY EXCEPT HIPPO DOOR)**
- **TRY TO MOVE ELEPHANTS TO ANOTHER PART OF THE EXHIBIT SO THAT STAFF AND EMERGENCY PERSONNEL CAN SAFELY ENTER TO HELP THE VICTIM.**
- **REMEMBER- YOUR FIRST PRIORITY IS NOT BECOME THE SECOND VICTIM.**
- **NEVER ENTER THE EXHIBIT (IN OR OUT) WITH THE ELEPHANTS IN ORDER TO PULL THE VICTIM OUT.**

## Emergency Plan for Down or Dead Elephant

- CALL CODE 103- NEED ASSISTANCE WITH AN ANIMAL  
102- NEED ASSISTANCE WITH AN INJURED ANIMAL  
1040- DEATH OF AN ANIMAL
- When an elephant goes down or dies, the other elephant may try to protect or make attempts to revive the downed elephant. The first priority is to separate the healthy elephant from the downed elephant.
- Contact all Management personnel immediately.
- Vet Staff                      Connie Ketz                      1-437-2834/ 806-0442
- Patty Hawkins                      608-4099
- Elephant Sup.                Dawn Engelhaupt                383-3165
- Anim. Care Sup.              Fawn Moser                      232-2050
- Director:                      Mike Coker                      286-2438/ 806-0224
- Terry Gingrich                      246-0689/224-8955
- Merle Miller                      271-5158/ 633-9758
- Alan Troup                      233-8607
- If this is during normal business hours, close the building or block the walk ways so that the public is not in the area.
- Once the healthy animal has been secured, proceed with directions from the Vet staff and other zoo management.