Ambassador Animal Policies

For Animals Handled

Outside Their Enclosures

John Ball Zoo

Revised 10/3/2018
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Welcome to Our Ambassador Animal Team! A copy of this manual will be available in the Education section of the Upper Red Barn. Please refer to this document and remember to ask any Education or Animal Care staff if you have any questions regarding the policies and procedures outlined in this manual.

Using live animals in educational programming strengthens our conservation messaging and gives our guests personal experiences with an animal that will leave a lasting impression. At John Ball Zoo, the primary goal of our conservation education programs is rooted in John Ball Zoo’s mission: “to inspire people to be active participants in the conservation of wildlife and our natural environment.”

**John Ball Zoo Ambassador Animal Program**

At John Ball Zoo, we utilize the AZA’s definition of an ambassador animal; “an animal whose role includes handling and/or training by staff or volunteers for interaction with the public and in support of institutional education and conservation goals.” Some animals are designated ambassador animals on a full-time basis, while others are designated as part-time. The policies and procedures outlined in this document apply to any animal that is handled outside of its enclosure for educational purposes.

**Our Philosophy**

Our actions are guided by a fundamental respect for these ambassadors of the animal kingdom. Presentations will be educational and informative. The welfare of animals and humans must be paramount at all times; safety protocols are in place and will be adhered to by all staff, volunteers, and program participants. Only qualified people who demonstrate proficiency during our training program are allowed to handle animals or facilitate the interaction with program animals. A system for evaluation will be administered to ensure animal handling procedures and standards are followed and achieved. Presentations will articulate a conservation message that strives to inspire people to participate in the conservation of wildlife and our natural environment. A team approach devoted to the welfare of every animal unites us (keepers, volunteers, education, managers, maintenance and grounds, etc).

**Animal Handling Levels**

Individual animal levels may change levels at any time. Please keep in mind the levels are for the safety of you and the animal.

- **Green Level** consists of animals which are the most tractable. Initial training is the green level. E.g. Rabbits, Chickens, Aquatic Turtles, Snakes

- **Blue Level** consists of animals or individuals that take a bit more attention to be proficient at handling. Blue level training is open to those who have completed the green level training as well as 40 hours of Animal Handling in a program or strolling setting. E.g. Screech owls, opossum, self-packing up amphibians and invertebrates

- **Yellow Level** consists of animals that, due to the nature of their training, we must limit the amount of individuals who have contact with the animal. E.g. Ducks, Long-Eared owl, Mexican porcupine
Red Level consists of animals that, due to the nature of their training, we must limit the number of individuals who have contact with the animal. They are only useable for programs by their trainers. These animals may either have a safety risk or are highly sensitive to the consistency of their training/handling.

E.g. Large raptors, parrots, skunk, exhibit animals

Any time a new animal is added to the collection, each Animal Handlers must be trained with that animal, until they have demonstrated proficiency for taking the animal out on programs.

Animal Handling Training Process

Observation

1. Potential Animal Handlers must observe 2-3 animal handling occurrences in which animals are being held before they attend an Animal Handling Orientation session. These must be completed before they begin their first Animal Handling Training session.

Orientation

2. Potential Animal Handlers must attend an onsite orientation, and complete the online interpretive training, and read the Animal Handling protocols prior to Animal Handling Training.

Hands On Animal Handling Training

3. Handlers will come in for a hands on training session on how to handle, pack-up, and present the animal. These trainings are done in small groups due to space and time constraints.

Probationary Animal Handling

4. Once the initial animal handling training is complete, a handler is then placed on “probation”. Over the course of the probation period, probationary handlers are to accumulate as much experience as possible in handling the education animals they are trained on during programs, while supervised by another trained handlers (staff or volunteers).

Animal Skills Inventory (or ASI)

5. Initial Animal Skills Inventory- The ASI is conducted one on one with the Ambassador Animal Coordinator to determine the level of comfort and skill the animal handler has when handling each animal for which they’ve been trained. Once you have completed your ASI you are able to handle the animals you are approved for independently. Animal Handlers are not required, nor expected to handle every animal if they do not wish to do so.
   a. It is the trainee’s responsibility to schedule the specific date and time of their Animal Skills Inventory session by their assigned deadline. (no more than 4 months of probation) This can be done by contacting the Ambassador Animal Coordinator. If the handler does not complete their ASI at the designated time, they may be required to go through the Animal Handling Training again in order to handle any animals.
   b. The results of each Animal Handlers inventory will be kept with the Education Department and updated as necessary. This information is kept confidential and accessed only as required by Education, some Animal Care staff or Animal Management.

Exceptions to Training Process

1. Staff that will be presenting animals on a limited basis but have not gone through the Animal Handling training process or have been trained but have not remained an active handler (see “how to remain an active handler” as outlined below).
   a. Must be trained on animals that they are assigned
      i. Training including: handling the animal, pack up of animal, presentation of animal, temperature regulations, education messaging, and sanitizer protocol
   b. Green or Blue level animals only
c. Yellow and red level animals are not available for these individuals unless they are a trainer for that animal.

2. Any individual that has not gone through the AH’ing training process but will be moving ambassador animals while cleaning. E.g. animal care volunteers, interns, seasonal keepers, keepers
   a. Green or Blue level animals only
   b. Must be trained on animals that they will be moving
      i. Training including: handling the animal, and sanitizer protocol

3. Seasonal Education Staff
   a. May be trained on Green and Blue level animals in one session
   b. Depending on the position requirements they may or may not be trained on yellow level animals with final approval from lead trainers or the Animal Ambassador Coordinator.

Remaining an Active Animal Handler

1. Minimum Hours - You must handle animals in a program setting (Travel Zoo, Strolling, onsite program) a minimum of 20 hours per calendar year to remain an active handler at any level of animals. 25% of your minimum required hours (or 5 hours) may be achieved through Animal Exercise time. See Animal Exercise Policy for specific parameters. For Volunteers this is tracked through VIC when you log in for Animal Handling.
   a. If you are a current Animal Handler and have not met the minimum volunteer hours requirement by August you will receive a notice from the Ambassador Animal Coordinator letting you know how many more hours you need to remain active
   b. If you have not met the minimum handling requirements at the end of the year you will be removed from the active handler list.
      i. If you would like to become a handler after this you will be required to go through the Animal Handling training process again.

2. Animal Skills Inventory Renewal - Periodically, and at the discretion of the Zoo staff, all animal handlers will be required to renew their ASI. The Education staff will give notice to all Animal Handlers as to the timing and requirements of renewing their ASI.
   a. The time between ASIs should be no more than 2 years
   b. Please remember that an ASI is NOT a training session— it is an inventory to see what an Animal Handler is comfortable handling, what an Animal Handler likes handling, and what an Animal Handler would like more help on.
   c. If there are any questions about an ASI, feel free to contact the Education Program Manager (Rhiannon Mulligan) at any time.

Disciplinary Procedures

When performance problems arise the procedures found in the Employee Policies and Procedures Manual or the Volunteer Handbook will be followed.
Program Settings and Handlers Required

There are many different Zoo program settings that involve ambassador animals. In any program setting, an animal handler must devote his/her attention to the handling of the animal and the facilitation of that animal’s interaction with the audience. The number of staff and/or volunteers at a specific program depends upon the desired components of the program and the size of the group.

**Strolling** - This is when an animal handler is handling an ambassador animal in a public setting using short interpretive talks to engage those nearby.

- Onsite or Offsite
- Number of Animal Handlers Required
  - 1 handled animal – 1 handler
  - Multiple handled animals – 1 handler per animal
- These programs include
  - Daily visitor interaction
  - Special Events

**Formal Program** - These are presentations based on a specific theme using education animals and biofacts.

- Onsite or Offsite
- Number of Animal Handlers Required
  - 1 handled animal – 1 handler
  - Teaching tools or biofacts can be used if the program is in a contained space with a specific audience.
- These programs include:
  - Wild Encounter programs
  - Overnight Adventures
  - Birthday Parties
  - Zoo Camp
  - Twilight Tours
  - Youth and family Programs
  - Traveling Zoos including:
    - Schools, Churches, Libraries, Hospitals, Nursing homes and Community events
  - PR Events (TV, Radio)
- Only 1 animal should be out at a time unless the program is followed by a strolling opportunity. In that case, the guidelines for strolling should be followed.

**Biofact Table/Discover Cart** - This program format is when a set of biofacts is on display to support a desired theme. Biofact tables or discover carts may be presented alone or with a strolling animal.

- Any table 8 feet in length or less requires 1 person attending to the biofacts. Any table greater than this requires 2 people attending to the biofacts.
- If 1 contained animal is also at the program, then only 1 handler is necessary. If there are 2 contained animals, then 1 handler and 1 additional person are necessary.

- Strolling and Biofact table: Any combination of the above should have the required personal indicated.
  - For example, if a program incorporates a biofact table and a handled strolling animal requires 1 animal handler with the animal and 1 person with the biofacts.
  - For example, if a program involves 1 contained animal and biofacts on a table and a handled animal, then 2 animal handlers are necessary.
Animal Exercise Guidelines

For the benefit of the ambassador animals, as well as the animal handlers, there are several locations that can be utilized to exercise the ambassador animals housed in the Red Barn. The impetus for this program was the desire for additional movement for our animals, as well as the desire for volunteer animal handlers to interact with ambassador animals outside of a program setting. The exercise guidelines listed below should be followed by all animal handlers, both staff and volunteers.

Exercise Locations:

Enrichment/Exercise Room in the Upper Red Barn
Smaller Hexes Outside, to the North of the Red Barn
Large hex to the North of the Bird Of Prey mews

Process:

Animal Handling Volunteers may sign up for exercise time using the VIC system, to ensure that only one volunteer is using the space at a time. Please sign up in the system at least a day ahead of time, so keepers are aware of your presence. Area 3 staff who desire to exercise may do so at their leisure, please be wary of the ambassador animal’s schedule, and the usage of the shared exercise spaces.

Preparation:

- Check AH Log and Animal Exercise Log to see if animal has a program, or if it has already been exercised that day. If it has been already exercised, or if it has an upcoming program, please refrain from using that animal.
- Each animal is allowed one exercise period of 30-45 minutes per day, this will allow multiple animals to be used equally.
- Animal must be transported to and from enclosure in appropriate carrier, using the same protocol that is used when handling an animal for program.
- Always place an “ANIMAL EXERCISING” card on the enclosure before going to exercise space.

General Guidelines:

- Only one animal may be exercised at a time, with the exception of animals that are already housed together.
- Observer may only exercise animals they have been trained (and cleared ASI) to handle.
- Before letting animal out, please ensure that the animal exercise space is safe (Fully enclosed, clear of debris and fecal matter, has appropriate enrichment items placed if desired, no food, etc.).
- Never leave the animal alone.
- Clean up after yourself once animal has been crated and you are about to leave the room. Cleaning supplies are located in a container in the upstairs exercise space. Please use appropriate cleaning methods between animal uses, and never leave any food, fecal matter, or urine on any exercise surface.
- If there are any issues, or you feel like the animal is acting strangely, contact the Upper Red Barn keeper immediately.
When Exercising in the Upper Red Barn Exercise/Enrichment Space:

- Always knock before entering room, to ensure no one is inside already exercising an animal.
- Please ensure that the window is closed, or that a screen has been placed over it to prevent animal escapes.
- Keep the door shut at all times, please knock before entering, and only enter if given a verbal “ok” from whomever may be inside.
- Only exercise animal on the exercise side of the room (left side) INSIDE of the play pen area.
- All additional general guidelines apply.

When Exercising the Outdoor Hexes:

- Please check Temperature/Humidity and refer to the Temperature Guidelines and Heat Index Chart to ensure that it is appropriate to use an animal outside.
- Only these animals are appropriate to be exercised in these spaces:
  - Northern Hex (mammals only)-
  - Southern Hex (reptiles only)-
- Animal Care staff may exercise animals outside without constant supervision if the hex is securely locked. They must check in on these animals at least every 30 minutes to ensure that all is well. Animal Handling Volunteers must remain with these animals at all times, as they do not have a key to access the animals if things go awry.
- All additional general guidelines apply.

Animal Handling Schedule

The animal handling schedule is created by the Ambassador Animal Coordinator approximately 1 week in advance. The schedule is emailed out to all animal handlers. If you would like to receive the schedule, email Kara at KLoney@jbzoo.org.

The education department and the animal department work closely on scheduling animals for programming. There are many things that are taken into consideration when scheduling animals for programs.

- We work to ensure that the animals match program specifications (time, location, audience type & size, topic, etc.) and the Animal Handlers doing the program are trained to the specific animals scheduled for that program.
  - Requests for a specific animal for a program need to be made in writing to the Education Department 2 weeks prior to the event. There is no guarantee requested animals will be available for the program.
- We strive to provide animals with a 24-hour rest period between each day of use for a program.
  - Some animals have additional restrictions, as determined by the animal management staff. These may include, but are not limited to, earliest time available, need for staff to pack up or put away, length of absence from Red Barn, etc.
- Animals may be off the handling list due to health or other complications.
- Animals are not allowed to do more than 4 programs in one day.
- Animals are not allowed to do more than 2 hours of strolling in one day.
  - Animals scheduled to stroll for more than 1 hour require a short break (~15 minutes) before completing the remainder of the scheduled time.
Animal Ambassador Request Process

Ambassador Animal is defined by the AZA as: “an animal whose role includes handling and/or training by staff or volunteers for interaction with the public and in support of institutional education and conservation goals”. For this request process, we are referring only to animals that are handled outside of their enclosures.

FULL TIME: An animal that is a part of the ambassador animal collection, and is used regularly for educational program use.

PART-TIME: Animals that are designated for occasional use, whose primary role is as an exhibit animal. This currently includes: Penguin, Tegu, Red-Footed Tortoise, Barn Owls, and African Crested Porcupine.

FOR FULL-TIME AMBASSADOR ANIMALS
Animal Handling requests (for educational programs and events) that are fulfilled by the full-time ambassador animals will be made with the Lead Reservationist. Once an individual has made the request/reservation with the Lead Reservationist, any specific animal requests will need to be made with the Animal Ambassador Coordinator.

FOR MEDIA REQUESTS: The Marketing Manager must first confirm with the Animal Ambassador Coordinator about an event prior to confirming an animal handler. After confirming with both the Ambassador Animal Coordinator and an Animal Handler, the Marketing Manager needs to speak with the Lead Reservationist to make the appropriate reservations in Centaman. Once an Animal Handler is assigned, it is the responsibility of the animal handler to talk with the Animal Ambassador Coordinator to schedule an appropriate animal.

FOR PART-TIME AMBASSADOR ANIMALS
Any request made for a part-time ambassador animal will be made with the Animal Ambassador Coordinator. If the request is inappropriate for the specific part-time animal list, the AAC will fulfill the request using the full-time ambassador animal list. After evaluating and approving the request, the AAC will communicate with the General Curator (Marcus Zevalkink) to approve the request. The General Curator will bring the request to the appropriate Area Curator and the Animal Management team when applicable. Once the request has been approved by the appropriate parties, the AAC will inform the original requestor, who will then need to make a reservation request to the Lead Reservationist. The Lead Reservationist will put the AH reservation in Centamen. The AAC will then schedule the appropriate animal and handler, reflected on the weekly Animal Handling Schedule.

Animal Handling Log

Animal Handling Log
The Animal Handling Log is posted by the start of the week in the Red Barn. When retrieving your animals any last minute animal changes will be noted on the AH Log. After returning your animals you will need to note their behavior and number of people that were present during the program.

- Because education animals are being handled by many different people, communication is very important to ensure the well-being of each animal.
  - Report all incidents, or animals demonstrating any unusual behavior on the Animal Handling Log upon your return of that animal.
If there is a behavior or other problem the keepers need to know about immediately, first attempt to locate one in the building, then call one of the Animal Care Managers, making sure you locate a staff person.

- Report all defecation that occurs on program or within the travel carrier.
- Please report ALL animal bites. The animal will not get in trouble. Keepers need to know when a bite happens as it may indicate that the animal has a health problem.

- The Education Department tallies the use, behavior and incidents of program animals as reported from the Animal Handling Logs. Any discernable patterns of concern are shared with the Animal department. Please be informative and specific when writing comments, avoid generalities such as: great!, wonderful, etc. without giving any other cues to animal behavior.

Program Animal Policies

Animals and Food Spaces

To minimize contact with people eating in the zoo:

- Ambassador animals should not be used within 20 feet of the following locations: Monkey Island concession eating area, African concession hut, Whistle Stop Café eating area, Tiger Paws Café eating area and the Snow Cone stand and eating area. Ambassador animals should also not be used near any other common eating location.
- Animal carriers and/or animals should not be placed on tables in the zoo that are likely to be used as a place to consume food at a later time.
- Any person holding open food containers or eating food is not allowed to touch an ambassador animal and should remain at least a reachable distance away from the ambassador animal.
- Ambassador animals should be kept crated at least 20 feet away or in a separate room from the site of food preparation or site of food service. When this is not possible, the food should remain covered and the presentation animal should be crated and removed from 20 foot perimeter area prior to food consumption. When at all possible, food should be stored at an alternative location until the animals have been removed from the designated area.

Education programs where food is eaten during the program

- Participants must wash their hands with soap and water prior to eating food when it is provided during a zoo program, especially if the participants have touched an animal in the zoo or during a program involving ambassador animals.

Anytime

- The following statement should always be said to participants that touch a program animal while the visitor is being presented with the option of using hand sanitizer, “After touching any animal, we recommend that you use this hand sanitizer. We also recommend that you wash your hands with soap and water before you eat.”
Choosing a Strolling Location

If the individuals coordinating the activities and/or the events do not designate a strolling location, then those strolling with an animal can choose one. When choosing a strolling location please take the following into consideration:

- Make sure temperature is adequate (inside vs outside)
- Indoor locations include Tropics, Chimp indoor viewing, and aquarium entrance.
  - Strolling is not allowed inside the aquarium. (free-flight space)
- Pick a location that is relevant if possible (ex. Eastern Box Turtle near the Native Turtle Exhibit)
- Be sure that the location is not near other animals that may stress each other out.
  - Try to avoid predator/prey relationships.
- Strolling with any animal should not occur where other free-flight birds are exhibited i.e. budgies
- Be aware of the “Animals and Food Spaces guidelines” (see previous section)
- Choose an open area so you do not cause a bottleneck when people want to stop to learn about and/or touch the animal.
- Be visible! Don’t stand around a corner. People need to be able to come up to or avoid you if they choose.
- You should never be more than 15 ft from the animal carrier.
- Maintain a 180 degree safety zone in front of you; keep your back to a wall or backdrop.
- Please stroll in a separate location from any other strolling animal.

Vehicle Policies

When scheduled for a travel zoo or when weather designates you may end up using your vehicle to transport animals.

- Volunteers: DO NOT drive through the Zoo. You may drive up to the back of the Red Barn using the Service Drive located off the Lake Michigan Drive/Fulton intersection. only designated individuals approved by a manager should be driving through the Zoo to transport animals.
- No car can be left behind the barn for any extended period of time, you may pull up behind the barn keeping at least 5 feet away from the mews driving slowly, not to startle or scare the birds
- Turn around space for your car is available in the open parking space next to the zoo car or utilizing the service drive to the left of the barn.

Close the Service Drive gate, latch it and place the lock back in the gate, locking it every time. Do not leave the gate open or unlatched. You would not want to be held accountable for a breach in the Zoo’s perimeter should a Zoo animal escape!

There are keys for the gate and barn at the back gate in a key lock box. Contact the Volunteer Manager at ext 4317 or Education Department at 336-3686 for the code to unlock the keys.
  - If the gate is open when you arrive please let the Volunteer Manager or Education know 336-4317, 336-3686. Please inform the zoo security team of this incident as well. 616-570-8163.
If there is difficulty accessing the lock box or Red Barn for any reason please contact either the front office at 616-336-4300 during normal business hours (8am-4:30pm) or the after-hours security guard cell phone at 616-570-8163.

- In the situation where the Service Drive is not safe to use, usually due to weather, staff will retrieve and return the animals and program bag for you. Details would be communicated via email prior to your program with a time and location you can pick them up.
- Animals are to be kept in a well-ventilated and temperature controlled area of your vehicle. Do NOT place animals in the trunk of a car or the bed of a truck (even if covered). They should also be kept warm/cool during the appropriate seasons (See Temp protocols for details).

**Animal Stress**

Signs of Stress will vary depending on the type of animal and that particular animal’s usual temperament. Signs of stress may include, but are not limited to:

- **Mammals**: panting, excitable/panicked, lethargic, unusual posture, increased salivation, aggression.
- **Birds**: Panting, fluffed up, panicked or lethargic, unusual posture, aggression.
- **Reptiles**: Open-mouth breathing, panicked or lethargic, unusual posture, aggression.
- **Amphibians**: abnormal posture or movement, abnormal coloration, abnormal movement, lethargy.

Please be cautious, if an animal is acting unusual PUT THE ANIMAL AWAY IMMEDIATELY, DO NOT WAIT TO ASK STAFF. Once you put the animal away, inform staff as soon as possible.

**Animal Bites**

*Remember that anything with a mouth can bite!* If someone gets bit while you are handling an animal please follow these procedures. There are additional considerations regarding the skunk in the document below.

- Remain calm and be professional. Say how sorry you are this happened and assure everybody the animal is routinely checked by a veterinarian.
- Carefully and calmly, place the animal back in its carrier.
- If blood is drawn or the wound is particularly severe, encourage them to wash the area with soap and water as soon as possible. (Do not administer first aid to another person, either find staff, or talk them through it).
  - If this happens on zoo grounds, you may escort the person to the Central Zoo Break Area or find a staff person who can administer first aid.
- If a member of the public is bitten,
  - If onsite you may escort them to the Central Zoo Break Area to find a staff person who can administer first aid/ fill out an incident report.
  - If offsite you must fill out the incident form making sure to get their name, address, and phone number and the details of the incident. The incident form is located in travel zoo bag, please make sure to turn it into any Manager as soon as you return to the Zoo/office.
- If a volunteer or staff is bitten inform the Red Barn Keeper and Ambassador Animal Coordinator so they can fill out the incident report.
- Inform the keeper about the incident so they can monitor the animal.
There is no doctor or clinic to which you may refer the individual. If they have questions they can call the office at 336-4300, between 8:00am and 5:00pm, Monday through Friday.

Please report ALL animal bites, even if you are bitten. The animal will not get in trouble. Keepers need to know when a bite happens as it may indicate that the animal has a health problem.

**Handling and Programmatic Use of Potential or Confirmed Salmonella-Positive Animals Protocol**

- All reptiles and amphibians are considered potential Salmonella carriers. This policy applies to the handling and use of all reptiles and amphibians in the animal handling collection as well as individually identified birds or mammals suspected to be potential carriers based on diagnostic testing.
- All contact with potential or confirmed salmonella carriers should be strictly supervised. Hand sanitizer should be provided for immediate hand washing following contact. Hand washing with soap and water should be encouraged following the program. In the event that this degree of supervision and hand sanitizer distribution is not possible, the handler should consider utilizing these animals as “non-touchable” individuals.
- These animals should be transported in designated carriers, coolers, etc (i.e. mammals will be given individually labeled carriers).
- Animals arriving for a program with fecal material on their body should be considered a “non-touchable” animal for that program.
  - Minor messes can be cleaned using Nolvasan wipes provided by the animal hospital.
    - Small cylindrical containers located in herp room. (Nolvasan is blue in color)
    - If the animal can be reasonably cleaned prior to the program, he/she can be utilized as a touchable animal as described above.
  - Exception: Amphibians are considered non-touchable and thus Nolvasan is not used. RO/aged water can be used to rinse an amphibian should the need arise.
- Animals should be handled during a program in an order that minimizes potential Salmonella transmission.
  - Birds and mammals that are NOT considered salmonella risks should be handled first.
  - All reptiles and amphibians should be handled next.
  - Individually identified mammals/birds considered at risk for shedding Salmonella should be handled last during a program.
- Staff and volunteers should wash their hands or use hand sanitizer between individual animals in any program.
- Under no circumstances, should these or any animals be used in a program in close proximity to food, drinks or in an area where eating/drinking are to occur (see Program Animal policies for specific restrictions).
- For programs where guests may be immunocompromised, see specific pack up information for **Amphibians Being Used in Situations where guests may be Immunocompromised**.
Temperature Regulations

All Temperatures and Humidity Readings can be read utilizing the gauge located on the outside of the Red Barn near the door as you enter the building. 
If animal shows signs of cold or heat stress, contact a keeper immediately

**Heat Index 100+:** ALL ANIMAL HANDLING CANCELLED

**Heat Index 90°-100°:**

- No animals outside. Animal Handlers may stroll in Tropics Building, Living Shores (entrance only) or the Chimp inside viewing area with staff approval. Do not stroll for more than 1 hour.
- Animals must be transported in an A/C cooled vehicle when traveling farther than zoo perimeter fence including off-site programs.

**Between 70-90°F:** Check Heat Index gauge & chart (in Red Barn) or with an Animal Supervisor, Keeper, or Education Staff before taking animals out on programs.

- Do not set carriers on a surface such as asphalt or wood, which absorb heat from the sun. Use tables or carts and keep carriers and stroll in shaded areas during cautionary temps.
- If any animal shows signs of discomfort during use, return to a carrier and return carrier to a cooler environment. **Make sure coolers are cooled down before you place a heat stressed animal into it**
  - Ice may be used to cool down the cooler but at no time should the ice and the animal be enclosed in the same cooler.
- Do not use covers for carriers

**Under 70°F:**

- “Herp Room” animals: **NOT** to be used outdoors & covers required on their carriers.
- Stroll in Tropics Building, Living Shores, or the Chimp inside viewing area

**Under 60°F**

- Mammal and Bird carriers must be covered
- All animals must be handled indoors unless prior approval from animal staff.

**Under 50°F:**

- Reptiles/invertebrates/amphibians as well as mammals housed in herp room must have warm water bottle in cooler or carrier.
  - Make sure warm water bottle is not too hot to touch, if it is too hot for us to touch it is definitely too hot for the animals to lie on.
  - Wrap newspaper around the warm water bottle as a safety barrier against extreme temperatures.
- Warm coolers and carriers up by placing the open coolers in the “Hot Room” prior to placing the animals in them.

**Under 32°F:** “Under 70°F, 60°F & 50°F” regulations also apply

- All animals must be transported by a heated vehicle when going distances farther than zoo perimeter fence.
- Do not set or rest carriers on a cold or frozen surface even for a short period of time.
Heat Index Chart

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<th>Relative Humidity (%)</th>
<th>78</th>
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**GREEN** - Outside. Enjoy!  **YELLOW** - Outside, but use caution!  **RED** - Inside with staff approval  **BLACK** - Cancel!!!
CONDITIONS OF AGREEMENT - JOHN BALL TRAVELING ZOO

The John Ball Traveling Zoo requires the following conditions from your facility/group to ensure a safe, educational and entertaining program:

Temperature - Many JBZ animals cannot be shown if the temperature is below 70°F, or greater than 90°F because they are susceptible to either cold or heat. It is the responsibility of the facility/group to provide a space indoors or outdoors that is within the 70°F - 90°F temperature range.

- During extreme outdoor temperatures (above 100°F heat index or below 0°F) the zoo reserves the right to reschedule the Traveling Zoo regardless of indoor or outdoor venue due to safety concerns for traveling with animals.

- Weather – If precipitation develops during an outdoor program, it is the responsibility of the facility/group to provide a space that is safe and dry. For both indoor and outdoor programs, our Traveling Zoo staff will take all the proper precautions they deem necessary to provide for the safety and well-being of the animals in the event of severe weather conditions.

Food – Any food preparation must be done in a separate room from where animals are being presented. Food consumption should be done in a separate room while animals are being presented. Animals will be presented as non-touchable where food and/or drinks are being served.

- We recommend that program participants use hand sanitizer after touching any animal and that participants wash their hands with soap and water before consuming food.

- JBZ will clean up after the animals but it is the responsibility of the facility/group to disinfect tables where animals, carriers and/or biofacts have been prior to next use.

50-Foot Perimeter (outdoor space) / Presentation Room (indoor space) - The facility/group will provide personnel to ensure that no person enters the designated 50 foot perimeter (minimum) or presentation room with any of the following objects:

- any animals other than those brought by JBZ (contained classroom pets are fine)
- dangerous/noise-related items such as balloons, whistles, firecrackers, etc.
- any item or behavior that could threaten the safety or comfort level of any of the animals.

Noise Level - Loud, sudden, or constant noise impacts not only the animals being used, but the quality of our programs as well. If staff or the animal being used are uncomfortable with the noise level, adjustments should be made to ensure the success of the program, or the staff member will remove the animals and themselves from the location.

Personnel - The facility/group must provide personnel and/or assistance to ensure that any other needs, as determined by the Traveling Zoo staff, are met.

By sending in your payment and/or reserving the Traveling Zoo (without canceling prior to your event), your organization is agreeing to the conditions of this document. Thank you for your cooperation.

Please understand that the John Ball Zoo staff and/or volunteers have the authority to decide whether it is appropriate to conduct a Traveling Zoo program at your location should they find the above conditions are not met, and if necessary, may cancel the program at any time. Any refunds due to this type of cancellation will be determined by the staff at John Ball Zoo.
Animal Handling Procedures

Volunteer Sign up for Animal Handling Programs

You will be able to sign up for animal handling opportunities within the VIC system. If you sign up for a program and can no longer attend, please let the education program manager know of the change as soon as possible. If giving less than 24 hours of notice, volunteers are responsible for finding their own replacement! If an Animal Handler does not show up for a program, another trained Animal Handler should take their place, but they must be trained for the scheduled animal. Both strolling (unrequested) and exercise slots are available whenever the zoo is open to the public, and may be signed for at any time. These specific slots do not need replacements if you are unavailable to attend.

Preparing for Programs

The handling animals are housed or picked up for programs in the Red Barn. There are keys for the upper Red Barn at the lock box on the Red Barn door, and on the back drive in a lock box. Be sure you shut doors tightly every time you use them. If you see a keeper, be friendly but please be cautious to not disrupt their work routine. They will be happy to help with any problems you have but those should be few and far between if you’re a trained Animal Handler!

- Do not wear insect repellant of any kind when handling animals. Also avoid perfumes, colognes, and lotions. Odors and oils on your skin and clothing affect the animals.
- Take jewelry off hands and wrists. Avoid long earrings and keep necklaces out of the animals reach. This will help protect you and the animal.
- Wash and rinse your hands thoroughly before handling to protect the animals.
- Check the temperature and humidity before packing up your animals.
- Always check the Animal Handling Log before taking animals. Last minute changes may occur.
- Take only animals listed for your program.
  - If you notice a health or behavior problem that may keep you from taking your scheduled animals contact a keeper or the education department. If a change has to be made, only the AAC and the Red Barn keeper may write (and initial) the Animal Handling log.
- Double check which carriers are needed and the type of substrate for each animal.
  - This information is provided in the Red Barn for you on the pack up sheet located near the Animal Handling log.
- You may take animal “furniture” out of enclosures before removing animals. Be sure to put it back before leaving.
- After you remove an animal from its enclosure, make sure you close the enclosure door, and place orange Animal Handling tag on enclosure.
- After handling a reptile always wash hands or use sanitizer. This includes between packing up reptiles for a program.
If you will be out for longer than 4 hours, **all mammals and non-raptor birds** need to be offered water.

- Dishes are located on the Education shelving, please verify you have enough before leaving.

**During the Program**

When handling animals you are responsible for the animal at all times. You must always be aware of the animal’s needs, be aware of everything around you and have complete control of the situation at all times. You should never let your guard down, even with the most docile and tractable animal. Think about each animal individually and the audiences behavior and adjust accordingly.

- Wash your hands with disinfectant soap or antimicrobial product before and after handling animals.
- An animal should stay with the same Animal Handler throughout the program or strolling.
- Animals should not be left alone at any given time or circumstance.
- Only trained Animal Handlers can handle the program animals. **NO EXCEPTIONS.**
- Animal Handlers are not allowed to have their families with them when they are working except with prior approval.
- Animals should be shown **one at a time and only once** during each formal program. Strolling following a presentation is acceptable if it is part of the program.
- Note which animals are considered “touchable” for the public. Animal Handlers should not touch “non-touchable” animals unless circumstances require it (i.e. baited raptor).
- Maintain a 180 degree safety zone in front of you; keep your back to a wall or backdrop.
- Present the animal tail first keeping the animal’s head AWAY from the public.
- Animals should always be kept away from the handler’s and the guest’s face.
- Show how to properly touch an animal: two fingers gently on the animal’s back, never on the head. Touch in the direction the hair, feathers or scales grow. No poking, wet/dirty fingers, etc.
- After handling a reptile always wash hands. This includes between reptiles during a program.
- Avoid handling predator animals after prey animals without cleaning your hands.
- While strolling, **DO NOT** put the animal down anywhere.
- Exceptions for animals placed on the ground:
  - This should only be done by staff members for formal programs.
  - When animals are placed on the ground, please make sure that the animal is on newspaper or plastic drop cloth and not directly on the ground.
  - Animals that may be cautiously placed on tables:
    - Chickens/Ducks- handler touching the back and chest.
    - Turtles/Tortoises- may roam on the drop cloth
    - Snakes- on the snake slalom
- During programs/strolling Animal Handlers are to be standing while presenting the animals to the public, unless discussed with the Animal Ambassador Coordinator. Animal Handlers may kneel or crouch to work with kids but they should not stay sitting on a surface for their entire strolling.
- During strolling stay in the “assigned space”, while maintaining voice and eye contact without crowding or overlapping each other strolling areas.
- Let people know in an educational manner if a snake or invertebrate is going to be used. Encouraging those who may not be comfortable to be calm but do not force people to participate.
- If an animal escapes do not panic or chase the animal. Be calm at all times and under all circumstances. This will keep the public calm as well. Use a partner or enlist the help of keepers to carefully corral the animal. In the case of cockroaches, permits require that you either catch or kill.
- Strolling animals should be given a break after a maximum period of an hour [45 min strolling, 15 min break, 45 min strolling]
- Animals are not allowed to do more than 4 programs or more than 2 hours of strolling in one day.
- If signs of stress are becoming evident an animal should be put away immediately.

**Returning from Programs**

- Double check animals are put into correct enclosures, all doors are securely fastened, and orange Animal Handling tags are put away.
- Empty carriers of substrate and thoroughly clean them before returning them to the shelves.
  - Paper towels, newspaper and feces goes in the compost
  - To clean: Rinse out all remaining organic materials from the carrier-use the spray bottle in the utility room labeled for cleaning carriers, spray throughout the inside of the carrier (top, sides and bottom), rinse, then let drip dry in the sink before replacing in their appropriate locations on the shelves. Do not leave carriers on the floor. Please place coolers and crates on the shelves so they get enough airflow to fully dry out.
- Fill out the Animal Handling Log completely and accurately, EVERYTIME! All Animal Handlers are to record which animals were taken out on programs. Report any environmental/audience concerns, and behavior of the animals. Please mark the number of attendees, both children and adults.
- If there is a behavior or other problem you observed please report them immediately to RB keeper.
  - If the keepers need to know about immediately, first attempt to locate one in the building, then call the one of the Animal Supervisors, making sure you locate a staff person.
  - If they should know, but it’s not imperative for them to know immediately, you may leave them a note in the kitchen of the Red Barn.
- If an animal has been boxed up by a keeper please let the keeper know so they can return the animal ASAP. If a keeper cannot be located, they must be reached by radio or phone that a boxed animal has been returned.
- Please put all equipment back where it belongs and clean up any mess you make (animal droppings, newspapers, etc.).
- Wash your hands.
# Animal Pack Up Sheet

<table>
<thead>
<tr>
<th>Mammals</th>
<th>Heat Index &gt;90°F no animals outside, &gt;60°F mammals can be used outside, &lt; 60°F, need covers for all carriers, &lt;50°F use warm water bottles for mammals housed in herp room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hedgehog</td>
<td>Small flip-top mammal carrier with newspaper on the bottom, with additional shredded/crumpled newspaper for hiding. Warm water bottle and cover when necessary.</td>
</tr>
<tr>
<td>Tenrec</td>
<td>Small flip-top mammal carrier with paper on the bottom and blanket from enclosure. Use warm water bottle and cover when necessary.</td>
</tr>
<tr>
<td>Rabbits</td>
<td>Large mammal carrier with newspaper on the bottom and some shredded newspaper. Use carrier cover when necessary.</td>
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<tr>
<td>Hooded Rats</td>
<td>Small carrier marked “Rats Only” lined with newspaper and some shredded newspaper. Use carrier cover when necessary.</td>
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<tr>
<td>Chinchilla</td>
<td>Small mammal carrier, and newspaper on the bottom, and some shredded newspaper as well. Use carrier cover when necessary.</td>
</tr>
<tr>
<td>Virginia Opossum</td>
<td>Large mammal carrier with newspaper on the bottom and some shredded paper as well. Use carrier cover when necessary.</td>
</tr>
<tr>
<td>Mex Porcupine</td>
<td>Large wooden carrier with newspaper on the bottom. Take designated gloves and perch.</td>
</tr>
<tr>
<td>Skunk</td>
<td>Large mammal carrier marked “Skunk Only” lined with newspaper with some additional shredded newspaper. Use carrier cover when necessary.</td>
</tr>
<tr>
<td>Birds</td>
<td>Heat Index &gt;90°F no animals outside, &gt;60°F birds can be used outside, &lt; 60°F, need covers for all carriers</td>
</tr>
<tr>
<td>All Chickens</td>
<td>Large mammal carrier with dry dock covered with newspaper on the bottom. Use carrier cover when necessary.</td>
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<tr>
<td>Screech Owl</td>
<td>Small wooden raptor box with perch, paper on the bottom. Lock door with leash. Use carrier cover when necessary.</td>
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<tr>
<td>LE Owl</td>
<td>Small plastic raptor box marked “LE Owl” with perch with newspaper on the bottom. Attach leash to cord with carabiner.</td>
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<tr>
<td>Ducks</td>
<td>Large mammal carrier, with dry dock lined w/ newspaper and some shredded newspaper. Use carrier cover when necessary.</td>
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<tr>
<td>Other Birds</td>
<td>Please see lead trainer for up to date information.</td>
</tr>
<tr>
<td>Reptiles</td>
<td>Heat Index &gt;90°F no animals outside, Heat Index 70-90°F reptiles can be used outside, &lt;50°F use warm water bottles for reptiles housed in herp room</td>
</tr>
<tr>
<td>All Snakes</td>
<td>Put in designated pillowcase (should be inside out) verify no holes or ripped seams, tie, and place in locking house cooler. Use warm water bottle when necessary.</td>
</tr>
<tr>
<td>All Turtles</td>
<td>Put in an appropriately sized cooler lined with newspaper. Use warm water bottle wrapped in paper when necessary.</td>
</tr>
<tr>
<td>Bearded Dragon</td>
<td>Put in a largest sized cooler lined with newspaper. Use warm water bottle wrapped in paper when necessary.</td>
</tr>
<tr>
<td>New Caledonia Giant Gecko</td>
<td>Place in specified display case lined with substrate from enclosure. Place in medium sized cooler. Use a warm water bottle when necessary.</td>
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<tr>
<td>Amphibians</td>
<td>Heat Index &gt;90°F no animals outside, Heat Index 70-90°F reptiles can be used outside, &lt;50°F use warm water bottles for amphibians housed in herp room</td>
</tr>
<tr>
<td>Amphibians</td>
<td>Medium sized plastic display case marked “Amphibian Only” with substrate taken from enclosure. Put in cooler to transport with warm water bottle when necessary.</td>
</tr>
<tr>
<td>Invertebrates</td>
<td>Heat Index &gt;90°F no animals outside, Heat Index 70-90°F reptiles can be used outside, &lt;50°F use warm water bottles for invertebrates housed in herp room</td>
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<tr>
<td>Cockroaches</td>
<td>Small plastic display case with no substrate, small piece of cork can be included. Put in cooler to transport with warm water bottle when necessary.</td>
</tr>
<tr>
<td>Tarantulas</td>
<td>Medium sized display case with substrate from enclosure. Put in cooler to transport with warm water bottle when necessary.</td>
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Animal Information

Green Level Mammals

Rabbit
Level: Green
Pickup: Using both hands, reach into enclosure and scoop up animal. Use one hand to grasp the underside of the torso, and the other to scoop and support the butt and hind legs. Be sure to have control of the body, lift, do not drag rabbit along bottom of enclosure. Rabbit must come out of the enclosure butt first.
Present: Take rabbit out of the carrier using the top opening using one hand to grasp torso and one to support butt and hind legs. Hold animal on arm horizontally, not on chest (vertically), with its head near your elbow and keeping the animal’s back legs in your hand. Gently cup the other hand over the scruff of the neck or back (not grasping!). Support entire body, NEVER let any parts of them dangle – rabbits can kick backwards and break their own back. If standing become uncomfortable for the animal, you may sit with the rabbit fully supported in your lap.
Touchable: Yes
Pack up: Large mammal carrier, preferably one with opening on top and front, with newspaper on bottom and some shredded paper as well. If you use a carrier that is only front loading, you must take rabbit our butt first every time.
Return: Hold carrier at enclosure entrance with doors open allowing rabbit to freely go from carrier to enclosure. If you return rabbit to the enclosure while you are holding it, place rabbit back inside butt first.
Temperature: Standard Mammal Temperature Guidelines
Other Notes: You may sit down with the rabbit on your lap with a lap mat still maintaining control of the animal as long as you are visible and still able to control the situation. Rabbit MUST be given time to eat AM diet before going on program, this may be in the carrier. Rabbit A is defensive of his food, be sure to remove the food dishes before trying to pick up.

Hedgehog
Level: Green
Pickup: Scoop the hedgehog up using both hands. You may use designated leather gloves located in Hedgehog bin on top shelf in herp room.
Present: Either let hedgehog move from one hand to another like “treadmill”, or place in basket (marked “hedgehog”) lined with paper towel or fleece from enclosure, making sure it does not jump over the edge. Be aware that hedgehogs may move quickly.
Touchable: Yes, if fecal material is present on spines do not allow touching
Pack up: Small flip-top mammal carrier with paper on the bottom and extra newspaper (either crumpled or shredded) to hide under. Make sure the enclosure is secure and all clips are latched when you leave.
Return: Make sure that top of enclosure is secure and all clips are latched.
Temperature: Under 70 - inside only and carrier covered when outdoors, Under 50 warm water bottle, Standard “Herp Room” Temperature Guideline

Tenrec
Level: Green
Pickup: Scoop the tenrec up using two gloved hands. Gloves are located in bin on shelf above the enclosure.
**Present:** Place tenrec in designated basket with fabric (from enclosure) in the bottom making sure it does not jump over the edge. Be aware that tenrecs can move quickly and may bite fingers when the tenrec has access, so keep fingers/thumbs away from edges of the basket. Please do not hold tenrec in hands.

**Touchable:** Yes. Usually one finger, touching away from the head.

**Pack up:** Small flip-top mammal carrier with paper on the bottom, shredded or crumpled newspaper and fabric from enclosure or bin.

**Return:** If fabric is soiled, place it in the dirty laundry bin in the keeper area. If it is not dirty return it to where you found it in enclosure.

**Temperature:** Under 70 - inside only and carrier covered when outdoors, Under 50 warm water bottle, Standard “Herp Room” Temperature Guidelines

**Other Notes:** Use gloves at all times.

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**Green Level Birds**

**Chickens**

**Level:** Green

**Pickup:** Using both hands, gently place them on top of the wings with thumbs on the back of the chicken, fingers around the body, and legs between the fingers. Lift gently and place into carrier headfirst.

**Present:** Chickens may perch on hand or arm with second hand over their back for control, or you may place these birds on a table with your hands covering the wings. They can also be carried like a football tucked under your arm. Feet must always be supported with any presenting method.

**Touchable:** Yes

**Pack up:** Large mammal carrier, newspaper on the bottom with shredded paper as well, load and unload head first into carrier.

**Return:** Place carrier at open enclosure, open carrier allowing chicken to exit. If the chicken does not exit the crate on its own you can reach in, pick up and put back in enclosure.

**Temperature:** Standard Bird Temperature Guidelines

**Other Notes:** Individual bird pack up information may change as training progresses.

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**Green Level Reptiles**

Key for showcase enclosures is hanging on herp room shelves. When packing up, choose a cooler that allows the animal to stretch out nose to tail and provides space for them to turn around (with the exception of snakes). **If using a warm water bottle animal should be able to choose if they are to be on it or not, this may mean going up a cooler size in cooler months.**

**Snakes**

**Level:** Green, unless otherwise noted

**Pickup:** Gently awaken so it isn't startled and reach for it away from the head. Grasp as much of the snake as possible and make sure most of the body is supported before lifting and bringing out of the enclosure. Do not drag these animals across the enclosure floor. Handle snakes slowly and easily – less movement on your part calms the snake. This will make the snake more comfortable and not feel threatened.

**Present:** Support most of the snake’s body at all times with both hands while allowing the snake free movement of head and neck, but with control, do not constrict the head. Hold hands open, with fingers apart- not rigid-you should never be restricting movement, redirect as needed.

**Touchable:** Yes- avoid head, instruct to touch along with the direction of the scales.
Pack up: Place in designated pillowcase (found either on the top or side of the enclosure) that is inside out- be sure to check seams and pillowcase for holes, twist and knot the bag securely while being aware of location of the snake, leaving room for the snake to maneuver. Place bag in locking house shaped cooler.

Return: When returning to enclosure if snake defecated in pillowcase, place dirty pillowcase in dirty laundry basket found in barn kitchen and take a clean one to replace it.

Temperature: Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” Temperature Guidelines

Other Notes: If in shed, ask a keeper for a different snake. While handling do not wrap snake around your neck, keep away from faces, and keep the snake’s head away from the public for touching. Snakes do not like to “back up” so avoid situations where the snake must be pulled out of something in this way, i.e. belt loops. Be wary of wearing loose fitting clothing, especially loose sleeves- sometimes the snakes want to go in those places!

**Turtles/Tortoises**

Level: Green

Pickup: Use two hands to firmly grasp the turtle on the sides, keeping as level as possible.

Present: You should always have two hands on the turtle, one hand should be on the back end of the turtle with a folded piece of paper towel and the other hand on the side of the turtle. You may also place a hand on each side of the turtle.

Touchable: Yes- avoid the head

Pack up: Put folded newspaper in bottom of cooler.

Return: Pick up turtle or tortoise with two hands, place back into enclosure.

Temperature: Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” Temperature Guidelines

Other Notes: Do not flip over a turtle to show underside, you may lift it up so guests can see the bottom. Remember, a 90 degree angle is NOT normal for a turtle. Try to keep them at a 45 degree angle or less.

**Aquatic Turtles**

Level: Green

Pickup: Use two hands to firmly grasp the turtle on the sides, keeping as level as possible. It is fine to pick them up out of the water.

Present: You should always have two hands on the turtle, one hand should be on the back end of the turtle with a folded piece of paper towel and the other hand on the side of the turtle. You may also place a hand on each side of the turtle.

Return: Place turtle on basking area when returning

Touchable: Yes

Pack up: Put folded newspaper in bottom of cooler. Dry off the turtle using paper towel before putting it in the cooler.

Temperature: Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

Other Notes: Do not flip over a turtle to show underside, you may lift it up so guests can see the bottom. Remember, a 90 degree angle is NOT normal for a turtle. Try to keep them at a 45 degree angle or less.

**Lizards** Lizards should never go in the “house” shaped coolers.

**Bearded Dragon**

Level: Green

Pickup: Be sure to support the body of the lizard with two hands when lifting and moving. Do not drag lizard along substrate or floor of the enclosure.
Present: Allow the lizard to rest on your forearm, with its head and front arms supported by your hand. Be aware of head when presenting for touch. You may rotate the lizard keeping the front legs on your hand picking up the back legs in your free hand. Touchable: Yes - avoid touching the head, and down the tail. Pack up: Large cooler with newspaper in the bottom. Return: Be sure to support the body of the lizard with both hands when lifting and moving, place gently on floor of the enclosure. Be wary of the tail, avoid pinching it, or getting it caught on anything. Temperature: Under 70 - inside only, Under 50 warm water bottle, Standard "Herp Room" temperature guidelines Other Notes: Avoid having the lizard on your forearm with head facing toward elbow.

Green/Blue Level Animals

Amphibians
All amphibians are boxed up in designated critter carriers and transported in coolers with warm water bottles when needed. Amphibians must stay in critter carrier containers unless otherwise noted.

If the animal is being boxed up by a keeper before the handler is present, the boxed up animal may be placed near its housing in the clear container for the handler to pick up. If keeper is unavailable upon return, the animal will be kept in the clear container, placed near its housing and the keeper will be notified so the keeper can return it as soon as possible. Handlers are responsible for putting the clear containers into coolers, with a hot water bottle if needed. Upon returning, if the keeper must return the animal and is not in the red barn, the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the clear container and placed near its housing and the cooler returned to the designated area.

For all amphibian usage for the Helen DeVos Children’s Hospital, or where programs are being done in the same space as those who are immunocompromised the following protocol must be used:

When amphibian is being brought to the hospital for visitation, a slightly different protocol must be followed. Display case must be fully disinfected (rinse, spray with disinfectant, allow to sit for 10 minutes, rinse THOROUGHLY, fully dry.) before use. Place paper towel on bottom of display case, wet paper towel with filtered water. Do not place carrier on or near amphibian enclosures. Put on a pair of nitrile gloves to pick up amphibian. Place amphibian inside of display case. Remove gloves before touching the display case at all, only close/seal container with hands that HAVE NOT touched the amphibian.

When amphibian is being brought to the hospital for visitation, a slightly different protocol must be followed. Display case must be fully disinfected (rinse, spray with disinfectant, allow to sit for 10 minutes, rinse THOROUGHLY, fully dry.) before use. Place paper towel on bottom of display case, wet paper towel with filtered water. Do not place carrier on or near amphibian enclosures. Put on a pair of nitrile gloves to pick up amphibian. Place amphibian inside of display case. Remove gloves before touching the display case at all, only close/seal container with hands that HAVE NOT touched the amphibian.

Tiger Salamander
Level: Green if keeper packing up
Blue if Animal Handler packing up
**Pickup** – Wet nitrile gloved hands with filtered water and gently grasp body with fingers under the body for support. Use both hands to pick up animal making sure to keep animal secure.

**Present** – You must keep them in the display cases while presenting, holding case with two hands at all times on the sides or bottom.

**Touchable** – Possibly, must have prior approval from education dept.

**Pack up** – Keeper will box up in clear display case marker “amphibian only” with substrate from enclosure on the bottom. Put display case in cooler for transport, use newspaper as filler if extra space in cooler.

**Return** - if the keeper is not in the red barn the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the display case and placed near its housing and the cooler returned to the designated area. Substrate should be return to enclosure. Clean display case by rinsing thoroughly, then spraying with bleach water and allowing to sit for a few minutes before rinsing thoroughly and drying to prevent water spots on the container.

**Temperature** – Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

**Other Notes** – Volunteers may box up or return to enclosure if trained, touchable with small groups only with prior approval.

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**Emperor Newt**

**Level:**
- **Green** if keeper packing up
- **Blue** if Animal Handler packing up

**Pickup:** Wet nitrile gloved hands with filtered water and gently grasp body with fingers under the body for support. Use both hands to pick up animal making sure to keep animal secure.

**Present:** You must keep them in the display case while presenting, holding container with two hands at all times on the sides or bottom.

**Touchable:** No

**Pack up:** Keeper will box up in display case marked “amphibian only” with substrate from enclosure on the bottom. Place display case in cooler for transport, use newspaper as filler if extra space in cooler.

**Return:** If the keeper is not in the red barn the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the display case and placed near its housing and the cooler returned to the designated area. Substrate should be return to enclosure. Clean display case by rinsing thoroughly, then spraying with bleach water and allowing to sit for a few minutes before rinsing thoroughly and drying to prevent water spots on the container.

**Temperature:** Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

**Other Notes:** Volunteers may box up or return to enclosure if trained, touchable with small groups only with prior approval.

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**Horned Frogs & Toads**

**Level:**
- **Green** if keeper packing up
- **Blue** if Animal Handler packing up

**Pickup:** Wet nitrile gloved hands with filtered water and gently grasp body with fingers under the body for support. Use both hands to pick up animal making sure to keep animal secure.

**Present:** You must keep them in the display case while presenting, holding container with two hands at all times on the sides or bottom.

**Touchable:** No

**Pack up:** Keeper will box up in display case marked “amphibian only” with substrate on the bottom. Place display case in cooler for transport, use newspaper as filler if extra space in cooler.

**Return:** if the keeper is not in the red barn the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the display case and placed
near its housing and the cooler returned to the designated area. Substrate should be return to enclosure. Clean display case by rinsing thoroughly, then spraying with bleach water and allowing to sit for a few minutes before rinsing thoroughly and drying to prevent water spots on the container.

**Temperature:** Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

**Other Notes:** Volunteers may box up or return to enclosure if trained, touchable with small groups only with prior approval.

### American Toad

**Level:** Green if keeper packing up  
Blue if Animal Handler packing up

**Pickup:** Wet nitrile gloved hands with filtered water and gently grasp body with fingers under the body for support. Use both hands to pick up animal making sure to keep animal secure.

**Present:** You must keep them in the clear containers while presenting, holding container with two hands at all times on the sides or bottom.

**Touchable:** No

**Pack up:** Keeper will box up in display case marked “amphibian only” with substrate from enclosure on the bottom. Place display case in cooler for transport, use newspaper as filler if extra space in cooler.

**Return:** If the keeper is not in the red barn the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the display case and placed near its housing and the cooler returned to the designated area. Substrate should be return to enclosure. Clean display case by rinsing thoroughly, then spraying with bleach water and allowing to sit for a few minutes before rinsing thoroughly and drying to prevent water spots on the container.

**Temperature:** Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

**Other Notes:** Volunteers may box up or return to enclosure if trained, touchable with small groups only with prior approval.

### Invertebrates

All invertebrates are to be boxed up in display cases then transported in coolers with warm water bottles when temperatures designate their necessity. All inverts must stay in display cases unless noted in the protocols below.

If the animal is being boxed up by a keeper before the handler is present, the boxed up animal may be placed near its housing in the display cases for the handler to pick up. If keeper is unavailable upon return, the animal will be kept in the display case, placed near its housing and the keeper will be notified so the keeper can return it as soon as possible.

Handlers are responsible for putting the display cases into coolers, with a hot water bottle if needed. Upon returning if the keeper must return the animal and is not in the red barn the handler should let them know, using a radio, the animal is back so a keeper can return it as soon as possible. The animal may be kept in the display case and placed near its housing and the cooler returned to the designated area.

### Cockroaches

**Level:** Green if keeper packing up  
Blue if Animal Handler packing up

**Pickup:** Use fingers to gently pick up cockroach. Use care when picking up so leg segments don’t get separated.

**Present:** You may keep them in the display case while presenting, or you may hold one in the palm of your hand if you are indoors.

**Touchable:** Yes
**Pack up:** Place 1-2 roaches in a small display case marked “cockroach only”, with bark/mulch if desired. **Return:** The animal may be kept in the display case and placed near its housing if the keeper must return it. The cooler is returned to the designated area. Sanitize and dry display case before returning it to shelf. **Temperature:** Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

**Scorpions**

**Level:**
- **Green** if keeper packing up
- **Blue** if Animal Handler packing up

**Pickup:** Encourage animal to move into small cup marked “scorpion cup”. Do not pick up using bare hands. While animal is sealed in cup, scoop up substrate from enclosure using hide or other cup and place it into display case. Let scorpion out of the cup and into the display case.

**Present:** You must keep them in the display case while presenting, holding case with two hands at all times on the sides or bottom. Do not carry container by lid.

**Touchable:** No

**Pack up:** Clear display case labelled “invertebrate only” with substrate from enclosure on the bottom and no objects. Scorpions are to stay in display case at all times.

**Return:** The animal may be kept in the display case and placed near its housing if the keeper must return it. The cooler is returned to the designated area. Sanitize and dry display case before returning it to shelf. **Temperature:** Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines

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**Blue Level Mammals**

**Chinchilla**

**Level:** **Blue**

**Pickup:** Catch by using two hands and grasping carefully around the body. Be very careful not to leave all the doors of enclosure open, there are multiple chinchillas living in each enclosure.

**Present:** After removing animal from the carrier, use two hands to hold the chinchilla. Ensure that all four of the chinchillas feet are resting in the palm of one of your hands, while allowing tail to go between your fingers, so that you can gently hold the base of the tail. Rest another hand gently on the chinchilla's back, as an extra support in case one of the younger chinchillas attempts to jump out of hand. Stay away from tables, etc., as it may try to leap to them. Do not grab or hold around its chest. The ribs are very fragile and can easily be broken in a firm hold.

**Touchable:** Yes- but avoid touching the tail, head and ears.

**Pack up:** Small Mammal Carrier, newspaper in bottom, with additional crumpled or shredded newspaper.

**Return:** Be cautious as chinchillas will often try to jump into the enclosure as you are approaching if you have them in hand. You may allow Chinchillas to uncrate themselves back into enclosure- please support crate fully and be sure to line up the crate opening to the enclosure opening. After a program you may offer one sunflower seed to the returning chinchilla.

**Temperature:** Standard Mammal Temperature Regulations, do not like to get wet

**Other Notes:** Chin A (male) is solid grey and housed with Chin C (female) who has freckles on her ears and is lighter gray. Chin B (female) is the lightest grey, and is housed with Chin D (female) who is darker grey.

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**Virginia Opossum**
Level: Blue
Pickup: First gently wake the animal, then using both hands gently pick up as much of the body as possible, quickly moving it to rest on your arm. The animal's head should be facing the crook of your arm, with their back feet on the hand of the arm that is also supporting the body of the animal. Your opposite arm should be supporting the tail or the remainder of the body. When bringing out of the carrier, turn the animal hind-end first, grasp near the base of the tail and gently lift while sliding your other hand under the length of the body. You may take the animal out of the front or the top of the carrier, whichever is most comfortable to you and the animal. Lift with the arm that’s supporting the animal to encourage the legs to grip your arm while slowly removing it from the carrier. Please be cautious when lifting, as the animal may try to splay their feet and grab on to the sides of the carrier. If the animal refuses to let go of the sides of the carrier, gently lift the engaged foot/feet off.

Present: Hold tail firmly with one hand as the animal rests (horizontally/parallel to the ground) on your forearm or lap. Make sure to use sleeves or lap mat while presenting.

Touchable: Yes, gently on the back, you may touch the tail if there is no fecal material present and the animal is comfortable.

Pack up: Large mammal carrier with newspaper at the bottom, and shredded/crumpled newspaper. Load into carrier head-first or support fully through the top of the carrier.

Return: You may hold carrier up to enclosure for animal to exit on own, if animal does not exit remove from carrier and return to enclosure.

Temperature: Standard Mammal Temperature Guidelines

Other Notes: The opossum must eat before going on program. The current Opossum is missing her right front leg.

Blue Level Birds

Doves
Level: Blue
Pickup: Using both hands, gently place thumbs on top of the wings and fingers around the body.

Present: Using both hands hold bird around its body keeping the wings covered with your thumbs. Or you may allow bird to sit on hand while keeping the other hand gently on the back.

Touchable: Yes

Pack up: Small mammal carrier, newspaper on the bottom with dry dock on top.

Return: Pick up from crate and return into enclosure.

Temperature: Standard Bird Temperature Guidelines

Other Notes: Even with flight feathers trimmed doves are still flighty. Must be used indoors.

Screech Owls
Level: Blue
GLOVES WILL BE USED AT ALL TIMES, NO EXCEPTIONS. Raptors are to be presented on left hand. Raptors must also be securely clipped to a glove during all demos.

Pickup:
- Approach perch slowly keeping your body at the doorway to discourage the owl from exiting the enclosure.
- Thread jesses through grommets on the anklets. You may slowly move/rotate the perch the owl is on to allow for easier access to the anklets.
- Have the bird step onto your gloved left hand while holding onto jesses firmly between your thumb and hand.
- Hook carabiner clip through opening at the end of both jesses
- Back the bird into the carrier, close the door and clip the leash to the outside of the door, locking the door shut. Be sure not to have the leash taut, ensure room for movement.
present:
- hook leash to glove and hold onto leash before opening door.
- as you open the carrier door slide the left hand up the jesses and have bird step up onto left hand.
- with jesses firmly held under the thumb present bird with elbow bent at 90 degree angle, parallel to the ground and away from the body.
- keep hand upright and straight - be wary of tilting fingers towards ground or rotating hand so the palm is facing down or up.
- always hold leash tightly with little slack, so if bird baits off, it will not injure itself or the public.
  - if bird baits, hold hand steady and allow bird to climb back up. if it is unsuccessful, use right hand on its back to gently push bird back up.
- return to carrier by backing bird up to perch, closing door and clipping leash to outside of door.

Touchable: No, the only exception would be to assist a bird that baits off glove

Pack up:
- Small perched wooden carrier with newspaper in the bottom

Return:
- Hold onto the leash with your right hand as you open the carrier door.
- Slide the left hand up the jesses and have bird step up onto gloved left hand.
- With jesses firmly held between the thumb and hand slowly approach enclosure.
- Remove carabiner clip from jesses, remove jesses, and place bird on perch. You may have to hold bird inside enclosure while taking off the jesses. If bird flies off hand, allow them to go into enclosure and then slowly approach to remove jesses. Close enclosure door and lock by clipping the carabiner to the latch.

Temperature: Standard Bird Temperature Guidelines

Other Notes:

Blue Level Reptiles

Gopher Snake
Level: Blue
Pickup: Use the small snake hook to announce your presence within the enclosure. Gently slide the hook under the snake mid body, lifting and pulling the snake out. When you have the snake partially out of the enclosure you can then use your hands to lift the rest of its body out. The rest of the handling procedure is the same as other snakes.
Present: Same as general snake
Touchable: Yes
Pack up: Same as general snake
Return: Allow snake to enter enclosure and close door without placing hands into enclosure.
Temperature: Under 70 - inside only, Under 50 warm water bottle, Standard “Herp Room” Temperature Guidelines
Other Notes: Snake is fine once out of enclosure, is a very active snake that likes to explore so keep watch of the location of his head.

New Caledonia Giant Gecko
Level: Blue
Pickup: Gecko usually likes to cling to bark or wall of enclosure, be very careful opening showcase door so you do not pinch or injure gecko. Use two hands to pick up the gecko, supporting the main section of his body and allowing him to cling to your hands. Be sure to support the body of the lizard with two hands when lifting and moving. If he is on the floor of his enclosure, do not drag along substrate or floor of the enclosure.
Present: Allow the gecko to rest in your hand, with another hand over his back as this species does tend to jump. While in hand, he should grasp your hand/arm with his extremities. Be sure not to hold him
against your body, as his small claws will get caught in fabric, and he will attempt to climb up your clothing. Be aware of head when presenting for touch. Alternatively, animal may be displayed in the display case marked “NCG Gecko only”, with substrate at the bottom.

**Touchable:** Yes

**Pack up:** Appropriately sized cooler (medium to large). Animal will be kept in display case marked “NCG Gecko Only”, which will then be placed inside of the medium sized cooler.

**Return:** Be sure to support the body of the lizard with both hands when lifting and moving. Animal has a cataract in left eye, be aware of this when picking up from enclosure/cooler as he might not be able to see you approaching.

**Temperature:** Under 70 inside only, Under 50 warm water bottle, Standard “Herp Room” temperature guidelines.

**Other Notes:** Avoid having the lizard on your forearm with head facing toward elbow.

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**Yellow Level Mammals**

**Hooded Rat**

**Level:** Yellow – Only those that are trained and approved by the lead trainer are allowed to handle, move, or present this animal.

**Pickup:** Hold the carrier up to the opening of the enclosure and allow the rats to crate themselves. Once rats are in carrier, shut the door, reward (small sunflower seed each), and lock them appropriately. When picking up from the carrier, open the top of the carrier and scoop up a rat using both hands on the main section of their body.

**Present:** Let the rat move from hand to hand like a “treadmill”. For the most part, the rat will sit in your hands- do not allow them to climb up your body or into your clothing. Be aware of tables or other surfaces as it may try to leap to them. Be aware the rat is very active and moves quickly.

**Touchable:** Yes

**Pack up:** Designated ‘Rats Only’ small top loading small mammal carrier. Paper on the bottom as well as shredded paper.

**Return:** Open the carrier door and allow rats to uncrate themselves.

**Temperature:** Under 70- inside only and carrier covered, Under 50 - warm water bottle, small mammal carrier cover.

**Other Notes:** Moves quickly and may jump toward surfaces while holding. Rats are not to be used outside for strolling at this time. Remember to close and lock rat enclosure when removing a rat, there are still more rats in the enclosure!

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**Mexican Porcupine**

**Level:** Yellow – Only those that are trained and approved by the lead trainer are allowed to handle, move, or present this animal.

**Pickup:** Use designated sleeved glove (may use both if more comfortable) on the hand that will be supporting the body. Use the ungloved hand to gently grasp the end of the tail while placing the gloved hand under the porcupine’s body. Allow the porcupine to sit on your hand and forearm while maintaining control with the tail (be careful not to lift the tail but rather keep the tail at or below its body level). DO NOT ALLOW IT TO CLimb ON YOUR SHOULDERS and avoid letting it chew on the glove. Move animal to crate, allow to walk off of arm into crate before shutting the door, be sure to watch out for his claws, as he is known to grab on to the door. Lock the crate using the small latch.

**Present:** Place the box on a table. Place on the branch on top of the carrier, first making sure branch is secured. Pick porcupine up from the box using the same pick up procedure above. Close carrier door and
secure latch. While on the branch, you may have to guide him around on top of the carrier to ensure he does not attempt to climb off of the box. You may give him treats as he moves around the top of the box, but we are not to take his diet into schools due to peanut allergies. Consult a keeper about appropriate amount/type of treats.

**Touchable:** No

**Pack up:** Wooden carrier designated for Mexican porcupine, newspaper in bottom of carrier, branch that attaches for presenting animal should be taken but not attached until at destination

**Return:** Open enclosure, place any diet you have left from program for the porcupine in enclosure, place porcupine back in enclosure.

**Temperature:** Standard Mammal Temperature Guidelines

**Other Notes:** Must eat before going on program. Diet can be found with keeper or in care center refrigerator. A long sleeved shirt is required due to their long nails and quills.

## Yellow Level Birds

### Ducks

**Level:** Yellow - Only those that are trained and approved by the lead trainer are allowed to handle, move, or present this animal.

**Pickup:** Ensure all ducks in enclosure have moved away from the door, then open the door slowly and enter enclosure. Present open hands to the duck- she should walk up to you and step up into open hands. If not, use both hands and gently place them on top of the wings with thumbs on the back of the duck, fingers around the body, and legs between the fingers. Lift gently and place into carrier headfirst.

**Present:** May perch on hand or arm with second hand over their back for control, or you may place these birds on a table with your hands covering the wings. They can also be carried like a football tucked under your arm. Feet must always be supported with any presenting method. Be wary- the current ducks are a bit flighty.

**Touchable:** Yes, if animal is comfortable.

**Pack up:** Large Mammal Carrier (front loading only), dry dock on the very bottom of the crate newspaper on the bottom, and some shredded paper as well.

**Return:** Animal will uncrate itself- set carrier down, open the door and allow duck to walk out.

**Temperature:** Standard Bird Temperature Regulations

**Other Notes:** Current duck is a bit flighty- use 2 hands at all times. Do not let walk around, duck may bite, be wary if you are allowing touching.

### Long Eared Owl

**Level:** Yellow - Only those that are trained and approved by the lead trainer are allowed to handle, move, or present this animal. GLOVES WILL BE USED AT ALL TIMES, NO EXCEPTIONS. Raptors are to be presented on left hand. Raptors must also be securely clipped to a glove during all demos.

**Pickup:**

- Approach perch slowly keeping your body at the doorway to discourage the owl from exiting the enclosure.
- Thread jesses through grommets on the anklets. You may slowly move/rotate the perch the owl is on to allow for easier access to the anklets.
- Have the bird step onto your gloved left hand while holding onto jesses firmly between your thumb and hand.
- Hook carabiner clip through opening at the end of both jesses
- Back the bird into the carrier, close the door and clip the leash to the outside of the door, locking the door shut. Be sure not to have the leash taut, ensure room for movement.

**Present:**

- Hook leash to glove and hold onto leash before opening door.
As you open the carrier door slide the left hand up the jesses and have bird step up onto left hand.

- With jesses firmly held under the thumb present bird with elbow bent at 90 degree angle, parallel to the ground and away from the body.
- Keep hand upright and straight- be wary of tilting fingers towards ground or rotating hand so the palm is facing down or up.
- Always hold leash tightly with little slack, so if bird baits off, it will not injure itself or the public.
  - If bird baits, hold hand steady and allow bird to climb back up. If it is unsuccessful, use right hand on its back to gently push bird back up.
- Return to carrier by backing bird up to perch, closing door and clipping leash to outside of door.

**Touchable:** No, the only exception would be to assist a bird that baits off glove

**Pack up:** Small perched wooden carrier with newspaper in the bottom

**Return:**
- Hold onto the leash with your right hand as you open the carrier door.
- Slide the left hand up the jesses and have bird step up onto gloved left hand.
- With jesses firmly held between the thumb and hand slowly approach enclosure.
- Remove carabiner clip from jesses, remove jesses, and place bird on perch. You may have to hold bird inside enclosure while taking off the jesses. If bird flies off hand, allow them to go into enclosure and then slowly approach to remove jesses. Close enclosure door and lock by clipping the carabiner to the latch.

**Temperature:** Standard Bird Temperature Guidelines

**Other Notes:** Long Eared Owl may bait more than other birds. It is also missing a wing, and this causes it to spin after baiting. Try not to stand directly under bright lights- this seems to be a trigger for the baiting behavior.

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**Barred Owl**

**Level:** Yellow

- Only those that are trainers are allowed to handle, move, or present this animal.

**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.

**Touchable:** No

**Temperature:** TBD

**Other Notes:**

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## Red Level Mammals

**Skunk**

There are serious consequences for the skunk if anyone were to get bit by the skunk. Please take appropriate precautions while handling to prevent this from occurring. GLOVES WILL BE USED AT ALL TIMES, NO EXCEPTIONS. Only trained and vaccinated individuals should be cleaning, handling, training, and exercising this animal. At no time should the skunk ever be hand fed. Please keep handling time and exercise time separate.

**Level:** Red

**Pickup:** Skunk should be harnessed for use on program but if you need to pick up, use the designated skunk gloves, using both hands grasp gently around the waist supporting as much of the weight as possible.

**Present:** Before you allow the skunk to come out, please check the program space to ensure the ground is clean and free of any debris she might attempt to eat. Training as a form of presentation will be utilized for this animal. Open the top of the carrier to clip the leash to the harness the skunk is wearing. Close the
top of the carrier, and open the front of the carrier to allow the skunk to walk out. Utilize targeting behavior, as well as other additional known behaviors to craft a training session. Observe the animal for any signs of stress, and keep the crate door open, as she might choose to return to crate at any time. If she returns to crate, then allow her session to be complete. Always remember to save a portion of her diet (which is being used at training rewards) to reward her for entering the crate.

**Touchable:** No.

**Pack up:** Use the designated carrier labeled “Skunk Only” with newspaper in the bottom. Skunk should be harnessed before entering the crate to go out onto program.

**To harness the skunk:** Position the crate near the opening of the enclosure, with a small bowl for food and the harness placed on the ground in front of the bowl. Place a small amount of her diet in the bowl before opening the enclosure. The skunk should come out and begin eating the food, and her feet should land in the footholes of the harness. Carefully fit the rest of the harness around her body, being careful to not catch her fur in the harness clip. Once she has been harnessed, ask her to enter her crate. Bridge, “good” and reward before closing the crate. Close the door making sure that all latches are secure. Close enclosure door.

**Return:** Before removing skunk from carrier place remaining diet into the enclosure or in bowl on counter. Place carrier at enclosure door and open door. Allow skunk to exit carrier into enclosure. Secure any doors and locks.

**Temperature:** TBD Standard Mammal Temperature Guidelines until determined

**Other Notes:**

**Bites:**
Staff Bite – If a staff member is bit please contact Dr. Ryan and supervisors at the next convenient time. Human Resources will direct the steps that follow. You do not need to stop a program for a bite but if possible call immediately after the program. Do not use the skunk for additional programs after a bite has occurred.

Public Bite – If a member of the public is bit, follow normal bite protocols including getting their contact information, having them wash the area with soap and water, and recommend that they seek medical attention.

If you are onsite, contact an animal manager or Dr. Ryan at the conclusion of the program after collecting the individual that has been bitten’s information. If you are offsite use the emergency contacts sheet to contact a manager after collecting the individual’s information.

It is important to emphasize the importance of seeking medical attention without upsetting the person who was bit. Let them know that we take precautions and our skunk is vaccinated but medical evaluation is still important. The health department/state has reporting protocols so it is very important that you collect their contact information. Our veterinarian will be in contact with the bite to let them know about the process.

Managers who are contacted about a bite should contact Dr. Ryan immediately so he can start the required reporting process.
Red Level Birds

African Grey Parrot

Level: **Red** - Any staff that has been trained by primary trainer (no volunteers) can move him from perch in enclosure to perch on round stand for enclosure cleaning. Only those that are trainers are allowed to handle, move, or present this animal.

**Pickup/Present/Return:** Must be moved from enclosure to perch on round stand for cleaning. Say “perch” while pointing at perch. Bridge (“Good”) once he gets both feet on perch. Reward with nut (small sunflower seeds work well). Open door, place stick or gloved hand 1 inch up, and 1 inch away from perch and say “Step Up”. Bridge (“Good”) when both feet are on stick or hand. Reward. Move bird to perch on round stand. Place him 1 in down, and 1 inch out so he can step up. Say “Step Up” and bridge and reward. To bring him back to his enclosure place stick or hand 1 inch up, and 1 inch away from perch and say “Step Up”. Bridge (“Good”) when both feet are on stick or hand. Reward. Move bird on to perch in enclosure. Place him 1 in down, and 1 inch out so he can step up. Say “Step Up” and bridge and reward.

**Animal is currently only being used for programs onsite, we are still acclimating him to car rides. When on program, please take perch down to program space so bird can be trained during program.**

**Training Notes:** when using crate, ONLY use the crate labeled “AFRICAN GREY”

**Touchable:** No

**Temperature:** Standard Bird Temperature Regulations

**Other Notes:** Do not give any frayed or loose ropes. No twine (from hay/straw bales in Lower Barn) should ever be given to any of the birds in Upper Barn. They are NOT touchable but may be interacted with verbally, i.e. singing, whistling, and talking.

Monk Parakeet

Level: **Red** - Only those that are trainers are allowed to handle, move, or present this animal.

**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.

**Touchable:** No

**Temperature:** Standard Bird Temperature Regulations

**Other Notes:** They are NOT touchable but may be interacted with verbally, i.e. singing, whistling, and talking.

Cockatoo

Level: **Red** - Only those that are trainers are allowed to handle, move, or present this animal.

**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.

**Touchable:** No

**Temperature:** Standard Bird Temperature Regulations

**Other Notes:** They are NOT touchable but may be interacted with verbally, i.e. singing, whistling, and talking.

Harris Hawk

Level: **Red** - Only those that are trainers are allowed to handle, move, or present this animal.

**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.

**Touchable:** No
**Temperature:** TBD  
**Other Notes:**

**Barn Owl**  
**Level:** Red – Only those that are trainers are allowed to handle, move, or present this animal.  
**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.  
**Touchable:** No  
**Temperature:** TBD  
**Other Notes:**

**Turkey Vulture**  
**Level:** Red – Only those that are trainers are allowed to handle, move, or present this animal.  
**Pickup/Present/Return:** Please see individual care and training plans for each bird. Only those approved individuals should be handling or cleaning.  
**Touchable:** No  
**Temperature:** TBD  
**Other Notes:**

**Red Level Reptiles**

**Argentinian Black and White Tegu**  
**Level:** Red  
**Pickup:** Use two hands to support the main section of the tegus body. Support both his front and back legs as you pick him up. Avoid bringing the tegu close to your body or face.  
**Pack Up:** Tegu should be placed in the cooler kept specifically for his use in the Natural Treasures building. Line the cooler with newspaper. Continue to support the tegu’s body as you remove him from his exhibit, and gently place him in cooler before transport. Safely moving the cooler should require two people.  
**Present:** Minimize handling. He should be presented in a natural position on a table or on the ground. A second employee or physical barrier may be used to prevent guests from approaching him too closely. He may be gently restrained and tight physical restraint should be avoided. He should not be held other than what is necessary to transport him to and from his cooler. Do not hold him close to your body or face. If Tegu’s demeanor begins to get aggressive in any way, the experience should be discontinued and the animal should be returned to his enclosure.  
**Touchable:** Visitor touching should be limited to tegu’s back or tail. Guest should never be allowed to touch him close to his mouth. Touching should be curtailed if the audience is large. Normal zoonotic protocols must be followed during any touching scenarios. Alcohol hand sanitizer will be immediately available on site and guests touching the tegu must also be reminded to wash hands with soap and water after touching. Tables or any surface that he touches during programs must be cleaned and disinfected after the program. Reptiles are presented as non-touchable in locations where food/drink are being served.  
**Return:** Gently pick up from the cooler, supporting the legs and body or the tegu. Avoid holding close to the body or face. Gently place the animal back into its enclosure.  
**Temperature:** Under 70 inside only, under 50 use warm water bottle. Standard “Herp Room” Temperature Guidelines (Heat index >90 F no animals outside, Heat Index 70-90 F reptiles can be used outside, <50 F use warm water bottles for reptiles housed in herp room) Tegu may be used as a program animal in situations between 65-90°F. Be very aware that lizards’ demeanor may quickly change dramatically at warmer temperatures and with exposure to direct sunlight.
**Other Notes:** A member of the animal care or veterinary staff familiar with the Tegu's handling must be present whenever Arnold is being used as a program animal. Although a leash may be used to exercise Arnold in off-exhibit situations, he should never be handled with a leash in front of visitors.

**Off Grounds Use:** 2 staff members that are both familiar with the Tegu handling MUST be present. Currently untrained staff or volunteers may not handle the Tegu. Standard Travel Zoo policies must be upheld. Tegu must not be housed, handled or displayed where food is served or prepared. His current handling protocols may not be violated to restrain, or otherwise pose him for photographs with attendees.

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**Aquatic Invertebrates**

**Sea Stars and Sea Urchins**
Receipt of Program Animal Policies for Animals Handled Outside Enclosure
Updated 2018

Please read carefully and initial each statement, then print and sign your name accordingly. Return your completed receipt before first hands on handling training.

I have received a copy of John Ball Zoo’s Program Animal Policies for Animals Handled Outside Enclosure and acknowledge my obligation to read, understand and comply with its contents.

Initials _________

I understand that failure to observe the policies and procedures within this document may result in disciplinary action, including but not limited to the suspension or revocation of Animal Handling privileges.

Initials _________

I understand that this document is intended to provide an overview and does not necessarily represent all such policies in force. The Zoo may at any time add, change, or rescind any policy or practice at its sole discretion.

Initials _________

Print Name ____________________________________________

Signature ____________________________________________

Date _____________________

RETURN YOUR COMPLETED RECEIPT TO THE AMBASSADOR ANIMAL COORDINATOR