

BRANDYWINE ZOO PROGRAM ANIMAL MANUAL

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CONTACT INFORMATION

Do not use these numbers for anything other than an emergency. Do not give out home/cell phone numbers under any circumstance!

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BRANDYWINE ZOO INSTITUTIONAL PROGRAM ANIMAL PHILOSOPHY

The Brandywine Zoo believes that live animals are essential to our education programs and helps us to meet our education mission of “enhancing and enriching peoples’ understanding and respect of the complex relationships among all living things and inspire wildlife conservation.” Program animals provide a way to naturally engage audiences, allow for interaction on a more personal level, enhance positive environmental attitudes including conservation issues, and planetary awareness.

It is the Brandywine Zoo’s position to utilize “program animals as an important and powerful educational tool that provides a variety of benefits to zoo and aquarium educators seeking to convey cognitive and affective (emotional) messages about conservation and wildlife.” AZA’s Conservation Education Committee, 2003

Animal welfare and human safety are our highest priorities for all of our programs. We view each animal as an ambassador for their species and/or habitat. All animals are handled and presented in a safe, dignified, and respectful manner. We represent the Brandywine Zoo, zoos overall, and for many people we are considered the authority on animals.

While the zoo does not publicly take a stand on many animal welfare issues, such as bioresearch, the fur industry, hunting, etc., in our lessons, we lead interactive discussions about ecology, conservations, and consequences of taking animals from the wild without taking proper animal management practices into consideration. We firmly believe that personal beliefs are just that, personal, and are not to be presented as the Zoo’s stance on a particular issue.

In the event that you are approached by an animal rights activist(s), please refer them to the Zoo Director, Animal Curator or COE.

BRANDYWINE ZOO ANIMAL HANDLING CLASSES, TRAINING REQUIREMENTS AND RESPONSIBILITIES

The following document outlines the policy for training Program Animal handlers including education staff, animal keepers, interns and volunteers that are involved in handling and presenting Program Animals for the Brandywine Zoo. A variety of programs involve the use of live animals, therefore it is of the utmost importance that all animal handlers are trained consistently to ensure animal and human welfare. There are **four tiers** of handling expertise that animal handlers may earn by attending animal handling training sessions, completing an animal handling demonstration with approved staff, as well as a short written exam for each level.

- All handlers must receive approval from approved staff to:
 - Begin animal handling training
 - Proceed to the next level of Animal Handling training.

All animal handlers (paid or unpaid) who work with the animal collection, must be tested for tuberculosis (TB) annually. Each person must have documentation of a negative TB test or clear x-ray on file at the zoo before they may handle any Program Animals. Docents, interns, and volunteers qualify for a TB test at the expense of Delaware State Parks Office of Volunteerism.

The Curator of Education (COE) is responsible for the advancement of Animal Handlers and Education staff will report training progress to the COE. The Animal Curator will be notified of all new Animal Handlers via the COE. The COE, with consult from the Animal Curator, determine if the candidates are approved to work with the animals at the staff level [BLUE] on their own. If any approved staff do not feel comfortable with a candidate in regards to animal handling, a discussion will be held with the Curators and Zoo Director about the

concerns regarding the candidate. All animal handlers, regardless of level, must have a yearly assessment of their handling skills to maintain their certification. These reviews will be conducted by approved staff. If there are any reservations concerning whether a handler should continue to be approved a staff meeting of the Director, Curators and Program Managers will be scheduled to discuss and determine a decision.

PERFORMANCE ISSUES

In the event of a performance issue with an animal handler, the following process will be pursued:

- If an animal handler mishandles an animal or otherwise does not follow all the policies and procedures outlined in the Program Animal Manual and during training, the animal handler will have their privileges suspended.
- The length of time will be based on the severity of the infraction and determined by the Zoo Director, Animal Curator, COE.
- *Lapsed handling:* Volunteer animal handlers are required to handle an animal within each taxonomic group, in each level of handling, at least once per month (30 days) in order to stay an active animal handler. Volunteers who have not handled in this time frame must meet with staff prior to handling again to go over a ‘refresher,’ and, if necessary, go through retraining.

ANIMAL TRAINING PROCESS AND CLASSES

All animal handlers that are eligible to handle animals must attend training sessions conducted by approved Staff. These sessions are scheduled as needed to accommodate new animal handlers.

- All animal handlers will start at the beginner (white) level, despite their prior experience outside of the Brandywine Zoo. Animal handlers can then progress through handling levels, from Green to Yellow to Red, depending on aptitude. Blue level is reserved for staff only.
- Animal handlers will have a training session and a minimum of three supervised “practice” handling sessions per animal before being qualified to test and demonstrate their knowledge to be signed off on a specific level.
- Approved Staff will determine when an animal handler can move from one level to the next. If Approved Training Staff have any reservations concerning whether a handler should be approved or moved onto the next level of handling, a staff meeting of the Director, Curators and Staff Trainers will be scheduled to discuss and determine a decision. Please see **Appendix 1** at the end of the manual for further explanation of training and practice sessions before proceeding to the next level.

BRANDYWINE ZOO PROGRAM ANIMAL BASICS

Special Note on Contact with Non-Brandywine Zoo Animals and Zoonotic Diseases

If you come into contact with an outside collection animals on a regular basis (i.e. household pets, work at a rehab center, vet clinic, etc.) you must adhere to the following guidelines for the protection of the Program Animals and other animals you come into contact with.

- Wear a clean set of clothes and shoes when working with each set of animals.
- Wash your hands thoroughly. Ideally, you should shower between contacts with each set of animals.
- If you have a sick animal at home, please notify the Outreach Animal Manager and the Animal Curator and refrain from contact with our zoo animals until clearance is given by one of them.

If you are feeling ill and have might be contagious (ie. flu, basic cold, etc.), another animal handler must be scheduled or the program needs to be cancelled. Since many of our Outreach Animals are susceptible to flues and colds, this safety precaution must be taken very seriously.

GENERAL GUIDELINES FOR HANDLING ANIMALS

(some guidelines adapted from Zoo Atlanta’s animal handling protocols)

- Animal handlers should have a radio on their person whenever handling any animals.

- Protect animals from uncontrolled crowds. Work with other staff and volunteers to provide crowd control, or locate yourself in an area that keeps the audience in front of you and at least 5 feet away from the animals (except during touch encounters). If the audience is unruly, stop the program until they cooperate. Explain why they need to act in a calm and respectful manner.
- Only one animal should be held at a time.
- Always leave carrier door open for the animals when it is out of its carrier. This is a preventative measure to assure an animal is not put into a carrier with another animal and also makes the carrier available for a quick return.
- Always take a carrier and radio with you when presenting on zoo grounds. This ensures that the animal handler is always prepared for an emergency situation.
- Program Animals should NEVER be left unattended by their handler for any reason.
- No animal should be left unattended whether out on a table or in play area. No animals may be left at the retail center or in the administrative office. Animals waiting to be used for an on-site program may be kept in their carrier in the Program Mammal building (if mammal), Reptile Room (if reptile) or Frog Room (if amphibian). Please place a note on the carrier indicating the time of the program and who is responsible for the animal.
- Anyone who has not been trained in handling by the Brandywine Zoo is not permitted to handle our animals.
 - *Exceptions: under the direction of the Zoo Director, special guests or media personnel may handle animals only after receiving a general handling overview. These personnel are not to be left unattended while handling animals at any time.*
- Wash your hands between handling each animal. If this is not possible, use anti-bacterial hand sanitizer between animals. When on zoo grounds, station yourself near the bathrooms or hand sanitizer stations, or carry hand sanitizer with you for guests to wash with after touching. When traveling off-site, always carry a bottle of hand sanitizer for guests to wash with after touching.
- While presenting an animal, keep away from human food and other animal exhibits.
- **Public Contact/Touching:**
 - Inform the guests of our touch policy for that species; keep in mind not all animals may be touched, and some touchable animals may not be touched for some program or audience reasons that day.
 - During the touch portion of the program allow one person to touch at a time in the manner outlined on each species' individual handling guidelines. The handler should be in control of the situation at all times and participants should be calm and quiet or the touch portion of the program should end. The policies on public touching should be adhered to at all times.
 - If you allow visitors to touch an animal during a presentation, you MUST instruct the visitors to wash their hands. Also remind children not to put their fingers in their mouth, eyes, nose or ears until they have washed their hands.
 - Only children over age 5 may touch reptiles.
 - Instruct them to use the "two-finger touch" before touching animals. Keep the animal's face away from the visitor's face and allow ONE visitor to touch at a time, in the same direction that the hairs/fur/scales grow.

GENERAL GUIDELINES FOR PACKING ANIMALS:

- Be confident in all handling procedures for the animal. Review animal handling documents as needed to maintain your level of proficiency and comfort with procedures.
- Locate the animal's head. Always be aware of the head location when handling animals.
- Make your presence known to the animal by softly talking to it and/or gently touching some portion of the body away from the head. Some animals may jump or even bite if startled.

- Use steady and smooth hand/body movements. This will help avoid startling or stressing an animal, making it easier to handle.
- Use both hands as directed for specific animals for secure body support and control.
- Each animal has a specific carrier, cooler, or container. If a carrier needs to be replaced or repaired, please report this to a staff person immediately so that the carrier can be replaced as quickly as possible.
- Read the animal's **Enclosure Card** (Program Animal Card) that is attached to their enclosure. This will give important information regarding the status of the animal.
- Mammals going out on program must have access to water. This can be done by fixing an assigned water bottle to the animal's carrier or presenting water in a dish upon arrival to location.

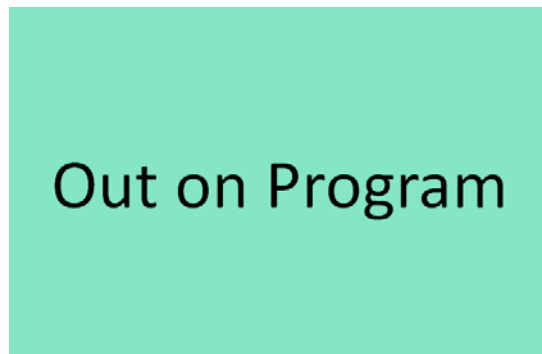
Using Animal Enclosure Cards- Each animal has a card located on the outside of their enclosure listing basic animal info (see below). The front of this card will list vital information which may be relevant to your interpretation or ability to take that animal on program:

- species Latin name
- house name
- common name
- date of birth (DOB)/date of hatch(DOH) (may be approximates)
- date of arrival (DOA)
- diet at the zoo
- rewards for training (if any)
- enclosure temperature & humidity ranges (herps)
- outdoor handling temp guidelines
- distinguishing characteristics
- specific weekday husbandry notes
- handling color level
- an area for special notes
- A line for '1st use' and '2nd use'

○ General program packing:

- 1) Each animal may only be used twice in one day, so check the *Enclosure Card* for usage (the animal may be signed out in advance, in some instances).
- 2) Check the posted or digital program calendar to make sure the animal you want to take is not already assigned for the day (or if it is, only once and that you will not be conflicting with packing/usage time).
- 3) Check *Enclosure Cards* for notes from keepers or staff about that animal's program availability;

Fogoria sp.		Special Notes
0.1.0	Irwin Bearded Dragon	1st Use:
DOH: 2011	DOA: 10/3/2011	2nd Use:
Diet: Reptile Salad Daily Leafy greens, fruits, veg		
Reward: N/A		
Daytime: 90-100° Evening: 70-80°		
Humidity: 10-20%		
Outdoor temp range: 70-90° - 30 min		
95° - 20 min		
Voluntary Soak Day: Thursday	Last Weighed on: _____	
Mostly light brown with salmon color blended around ears and jaw. *0.75-1 lb		
Handling Level: Green		



for example, snakes may be marked as 'opaque' or off programs for having just been fed (with the date they'll be available for programs again). Husbandry notes will be written in **COLORED** markers to write notes about the animal-if there is colored marker writing on the card, be sure to take special note or ask about that animal's availability for programs.

- 4) Sign out your animal on its *Enclosure Card* using a **BLACK** dry erase marker to initial your name, the program you're using the animal for (TZ, CE, ZC etc.) and today's date.
- 5) Flip the card over to the 'out on program' side (see below) so that it is clearly visible.

- Additional steps for Close Encounters on-site:
 - 1) Sign the animal out on the **Close Encounters** clip board (one is located in each building) so that its usage can be recorded in our animal usage spreadsheet.

RETURNING ANIMALS:

- Return each animal to the proper enclosure; latch the door, and double check that the animal has water. Feed PM diet, if necessary. Flip the animal's *Enclosure Card* back over.
- Notify a staff member ASAP of any strange behavior or illness in an animal. Never be afraid of reporting an animal's condition. Early detection can make a difference!

SANITIZATION POLICY:

For all animals other than amphibians

- It is the handler's responsibility to clean and return the carriers after each use. Remove bedding material, rinse with water, wipe out debris, and then spray with sanitizing spray. Spray does not have to be wiped off or rinsed, but should sit for 5 minutes if you plan on wiping clean. Otherwise, carriers must be dry before being used for animals. Be sure to return the carrier to its proper location so that it is easily located by others.

For amphibians

- Remove excess bedding from carrier, rinse in the Frog Room (FR) sink (this sink has a special filter that is to be used for all amphibians), and allow to air dry.

OUTDOOR SEASONAL CONSIDERATIONS:

Animal requests may be changed on the day of the event to fit the appropriate temperature of the day, with approval from supervising education staff, or keeper staff if an educator is not available. Any changes should also be noted on the digital program calendar.

- All outdoor presentations should be held in appropriate shading or sunlight depending upon the temperature and humidity.
- A water source (either a bowl or a bottle) should be on hand to keep mammals from becoming dehydrated.
- Programs can be canceled at the discretion of the Zoo Director, Zoo Curatorial Staff or the lead Education staff if the weather is too hot or cold and considered unsafe for the animals or zoo staff.
- Vehicles for Traveling Zoo programs should be appropriately warmed or cooled before transporting animals, and it should be insured that vents do not blow directly onto carriers.

Summer months

Pay particular attention to animals that may be presented in sunny areas. Animal handlers should be aware of signs of heat stress in animals and familiar with proper protocols if issues arise. Animals being presented in play kennels must have access to shade and water, where appropriate.

Follow proper temperature and packing guidelines as seen in the **Program Animal Temperature Guidelines**.

Winter months

When transporting animals outside during cool weather, make sure to cover all carriers with appropriate carrier covers. Fleece and cotton carrier covers are available in animal carrier storage areas.

Follow proper temperature and packing guidelines as seen in the **Program Animal Temperature Guidelines**.

OUTREACH PROGRAMS

When conducting programs off site, protocols outlined in the *Brandywine Zoo Traveling Zoo Policy Manual* must be adhered to. Trainees must shadow an outreach program at least three times before qualifying to take the practical exam. A score of at least 70% must be achieved for a passing grade.

REWARD POLICY:

To ensure Program Animals are not overfed, please follow the daily guidelines as seen on their individual information cards.

SIGNING OUT AN ANIMAL:

- Each card has two places to record daily usage. Record usage by writing the date, program initials and your initials in one of the two slots with black wet erase marker.
- Flip over the animal information card on the enclosure.
- Close the MR door behind you and lock the Area II gate.
- Volunteers:
 - Sign out Program Animal Building (Mammal Room “MR”) Radio and Key, as needed, before leaving.

RETURNING KEYS AND RADIO:

If you have used the Area II gate key and MR radio, please return them to the MR by 3:45pm and sign the sheet. The radio must be turned off and returned to its charger. The red light should be lit.

PREVENTION OF ANIMAL BITES, INJURIES, AND ESCAPES

To reduce the likelihood of injuries to people and animals, the following guidelines should be closely followed:

- Always use the proper handling and transporting techniques as described in this manual, on each animal’s care and handling sheet, and explained to you by approved staff.
- Always be prepared with emergency numbers and/or radio and First Aid Kit.
- Be aware of your environment and people around you
- Be aware of the animal’s mood.
- Wear proper attire as described in Staff/Intern or Volunteer Handbooks

ANIMAL OR PERSON EMERGENCIES

Emergencies involving animals, call Zoo Director or Animal Curator

Aggressive or unusual behaviors, regardless of whether or not the animal inflicts an injury, should be reported to the Animal Curators and Curator of Education.

- If an injury occurs to an animal handler or visitor, contact the Manager on Duty (MOD) ASAP
- For staff or interns injured, file a report with the MOD. MOD will direct you as to whether to/where to seek medical assistance.
- Injury reports are located in the Education Department or Animal Curator offices.

Animal Injuries or Illness

- If an animal injury or illness occurs while away from the zoo, place the animal back in its carrier, keep it quiet and radio/call the Zoo immediately. If the injury or illness is severe enough, animal care staff might want you to drive directly to the veterinary office.
- All animal injuries or illnesses are to be reported to the Zoo Director, Animal Curators and Curator of Education.

Animal Bite Injuries

- Return the animal to its carrier. Remain calm.

- If the bite occurs to someone other than yourself, attend to the person before continuing with your program. Direct the person to wash the wound at a sink. Wash the wound with soap and water for a minimum of 10 minutes to ensure that it is thoroughly clean. Apply clean gauze and pressure if bleeding. If the bleeding is minimal and subsides apply triple antibiotic ointment and cover with a bandage. Fill out necessary incident report form and call the Manager on Duty. Advise the person to seek medical attention if needed.
- If you have been injured, determine if you can go on with your presentation or if you need to seek treatment immediately. If the wound is minor and you can get by with a bandage, wash it thoroughly at the sink for 10 minutes with soap and water. Use a pressure bandage with triple antibiotic ointment. When you return to the group apologize for the interruption and proceed with the rest of the program. If the wound is serious, contact the Manager on Duty immediately and inform them that you need to seek emergency treatment. A staff member will come to the site to assist with the animals and will take you to emergency care. The necessary incident forms will need to be filled out concerning the injury.
- Any serious injury inflicted by any Brandywine Zoo animal must be reported to the Animal Curator. Injuries include bites, cuts, puncture wounds, kicks, crushing, scratches, etc.

RESPONSE TO ANIMAL ESCAPES

All escapes are to be reported to approved staff so that the animal(s) can be thoroughly examined for injuries.

On Zoo grounds or in a Zoo Building: Follow proper radio protocol by: announcing a “code black” over the radio, give the name and species of the animal, along with the location.

FOR STAFF:

If you are a staff person follow the Animal Escape **Code Black SOG** and ‘Code Black’ radio protocol and make sure that any visitors or volunteers that are in the area are out of harm’s way and not at risk of injuring the animal.

FOR VOLUNTEERS:

If you are a volunteer, follow the Animal Escape **Code Black SOG** and ‘Code Black’ radio protocol for volunteers. Please make sure that visitors do not try to interfere. Keep an eye on the animal if at all possible but make no attempt to recapture the animal. Once a staff person arrives follows their direction. Only staff animal handler comfortable capturing the animal should do so-volunteers should not attempt to recover an escaped animal without direction from a staff person. Every precaution for the animal’s safety should be kept in mind. No other details should be given over the radio as radio transmissions can also be heard by visitors.

Away from the Zoo (Outreach Program): If a program animal escapes while offsite, the educator is often the sole responder to the incident. Clear communication with bystanders will be necessary to safely secure the animal.

Note: Animal handlers should receive recapture equipment training while learning to handle animals.

- If the animal is secure in a secondary containment location:
 - Classroom escapes:
 - Ask all participants to remain calm and quiet. Keep all doors closed.
 - Do not enlist the help of bystanders unless absolutely necessary.
 - Return animal to crate via capture equipment or by placing the crate in front of the animal and allow it to self-pack if applicable.
 - Call the zoo to send staff for assistance, if necessary.
 - Vehicle escapes
 - Pull vehicle over to safe location if driving.

- Do not open vehicle doors, but instead move through inside of vehicle.
- Return animal to crate via capture equipment or by placing the crate in front of the animal and allow it to self-pack if applicable.
- Call the zoo to send staff for assistance, if necessary.

Glossary of Terms

LOCATIONS:

Area 1: The area from the end of the Zoo (Otter Circle) up to the gate for the Enrichment Room/Frog Room or burrowing owls

Otter Circle: area located at the end of the zoo with the picnic tables

Area 1 Shed: The building that is attached to the goat yard.

Llama Gate: Original entrance to the zoo down the hill behind the old bathrooms.

Administration/Office: Beside the concession stand and across (up the hill) from the old bathrooms.

Frog Room (FR): Attached to the Administration Office with the entrance on the side closest to the cats. Also referred to as the '*Enrichment Room*' (*ER*)

Reptile Room (RR): located in education building, housing primarily program reptiles.

Area 2: From FR/ER through to the entrance of the zoo.

Area 2 Gate: Between the bees and the old Binturong exhibit. The main buildings in this area are the Hospital and the Mammal Room.

Bear Pit/Kiosk Alcove: the alcove behind the kiosk, next to the condor pavilion. This area, historically, held the bear exhibit.

Program Animal Building/ Mammal Room (MR): Located straight behind the Area 2 Gate.

Bobcat Alcove: on the opposite side between bobcat and condors

Condor Pavilion: The large area across from condors.

Gift Shop/Zootique: At the main entrance of the zoo.

Grain Shed: Across from where the zoo vans park.

Vehicle Gate: Up the hill from the Grain Shed and where the vans are parked.

Education Building: Across Monkey Hill (the cobblestone road) from the main zoo.

APPROVED STAFF:

Zoo Director- Gene Peacock

Animal Curator- Lynn Klein

Assistant Curator of Animals- Mandy Fischer

Full Time Animal Keepers

Enrichment Coordinator

Training Coordinator

Curator of Education- Jacque Williamson

Assistant Curator of Education- Melody Hendricks

School Program Coordinator- Hannah Pretz

Program Animal Keeper I

Program Animal Keeper II

Education Program Assistant

PROGRAM ANIMAL TEMPERATURE GUIDELINES

The following chart is to be used whenever presenting a program animal outdoors. When in doubt as to whether or not to take an animal out, ask keeper staff. Always watch for signs of heat stress, and notify keeper staff of any distress. Some signs to look for:

Mammals- panting, open-mouth breathing, nasal discharge, sprawling out of body.

Reptiles- some may open-mouth breathe, often do not show signs until too late.

Birds- panting, holding wings away from body. Be aware of the animal’s behavior and the weather conditions.

ANIMAL TEMPERATURE RANGES FOR OUTDOOR PRESENTATIONS

	55F	60F	65F	70F	75F	80F	85F	90F	95F	100F
Mammals (not in hand)										
NA Porcupine	2 hours	2 hours	2 hours	60 min	40 min	20 min	20 min	10 min	0 min	0 min
PT Porcupine	0 min	0 min	15 min	40 min	40 min	20 min	0 min	0 min	0 min	0 min
Nine-Banded Armadillo	0 min	0 min	30 min	30 min	40 min	40 min	30 min	15 min	0 min	0 min
Chinchilla	0 min	40 min	40 min	30 min	30 min	20 min	0 min	0 min	0 min	0 min
Degu	0 min	15 min	30 min	40 min	40 min	30 min	15 min	0 min	0 min	0 min
Mammals (in hand or not in hand)										
Tenrec (in hand)	0 min	15 min	15 min	20 min	30 min	30 min	10 min	0 min	0 min	0 min
Tenrec (carrier)	0 min	0 min	0 min	30 min	40 min	30 min	0 min	0 min	0 min	0 min
Rabbit (in hand)	10 min	30 min	30 min	30 min	30 min	10 min	0 min	0 min	0 min	0 min
Rabbit (in exercise yard)	2 hours	2 hours	2 hours	40 min	30 min	20 min	20 min	0 min	0 min	0 min
Ferret (in hand)	0 min	30 min	30 min	30 min	20 min	10 min	10 min	0 min	0 min	0 min
Ferret (yard or on table)	0 min	10 min	20 min	30 min	30 min	20 min	10 min	0 min	0 min	0 min
Birds										
American Kestrel	2 hours	2 hours	2 hours	60 min	40 min	20 min	20 min	10 min	0 min	0 min
Great Horned Owl	2 hours	2 hours	2 hours	60 min	40 min	20 min	20 min	10 min	0 min	0 min
Inverts (in hand or not in hand)										
Hissing Cockroaches	0 min	20 min	20 min	30 min	30 min	5 min	0 min	0 min	0 min	0 min
Tarantula	0 min	20 min	20 min	30 min	30 min	5 min	0 min	0 min	0 min	0 min
Giant Millipedes	0 min	0 min	0 min	60 min	60 min	60 min	30 min	30 min	30 min	0 min
Herps: Turtles/Lizards										
Box Turtle (in hand)	0 min	10 min	10 min	30 min	30 min	30 min	30 min	30 min	20 min	0 min
Box Turtle (not in hand)	0 min	15 min	15 min	unlimited	unlimited	unlimited	30 min	30 min	30 min	0 min
Bearded Dragon (in hand)	0 min	0 min	0 min	30 min	30 min	30 min	30 min	30 min	20 min	0 min
Bearded Dragon (not in hand)	0 min	0 min	0 min	unlimited	unlimited	60 min	60 min	30 min	30 min	0 min
Uromastyx (in hand)	0 min	0 min	0 min	30 min	30 min	30 min	30 min	30 min	20 min	0 min
Uromastyx (not in hand)	0 min	0 min	0 min	unlimited	unlimited	60 min	60 min	30 min	30 min	0 min
Blue-tongue Skink (in hand)	0 min	0 min	0 min	30 min	30 min	30 min	30 min	30 min	20 min	0 min
Blue-tongue Skink (not in hand)	0 min	0 min	0 min	unlimited	unlimited	60 min	60 min	30 min	30 min	0 min
Herps: Snakes										
Most Snakes	0 min	0 min	0 min	20 min	30 min	30 min	30 min	30 min	30 min	0 min
Mandarin Rat Snake	0 min	0 min	10 min	30 min	30 min	30 min	30 min	30 min	0 min	0 min
Herps: Amphibians										
Frogs/Toads	0 min	0 min	0 min	30 min	30 min	20 min	0 min	0 min	0 min	0 min

***If you are hot, sweaty, and uncomfortable, so are the animals. Please be especially alert to their comfort.

***Remember that a higher humidity makes the temperature feel hotter, so go by a higher temperature guideline than the actual temperature.

MEDICAL EMERGENCIES

ANIMAL INJURIES OR ILLNESS:

All animal injuries or illnesses are to be reported to the approved staff immediately.

Special care must be taken during extreme weather conditions. This includes both hot and cold temperatures.

If An Animal Bites: Regain control of the animal and return it to its carrier. Do not alarm the audience. Remain calm!

If SOMEONE ELSE is injured, attend to the person before continuing with your program.

Immediately direct the person to wash the wound at a sink with soap and water for a minimum of 10 minutes to ensure that it is thoroughly clean. Instruct a responsible adult to OFFER clean gauze and apply pressure if minor bleeding is flowing. Once the bleeding has subsided OFFER triple antibiotic ointment and cover with a bandage. Fill out the necessary form located in your Program bag. Call the Zoo Director and Animal Curator immediately. Advise the person to seek medical attention, if needed.

If YOU have been injured, determine if you can go on with your presentation or if you need to seek treatment immediately. If the wound is minor and you can get by with a bandage, wash it thoroughly at the sink for 10 minutes with soap and water. Use a pressure bandage with triple antibiotic ointment. When you return to the group apologize for the interruption and proceed with the rest of the program. If the wound is serious, contact the Zoo Director and Animal Curator immediately and inform them that you need to seek emergency treatment. An animal keeper or education staff member will come to the site to assist with the animals and will take you to emergency care. The necessary forms will need to be filled out concerning the injury.

Any injury inflicted by ANY Brandywine Zoo animal must be reported immediately. Injuries include “skin break” or “break in the skin”, bites (intentional OR accidental), cuts, puncture wounds, kicks, crushing, etc.

A SKIN BREAK is any opening in the skin that isn’t naturally or normally present in that location of the body, and that was not present prior to current contact with the Zoo animal. An example might be a single tooth puncture or a scratch that results in bleeding.

A BITE is ANY contact in which an animal closes its mouth or beak on a human body part, whether or not you believe that the animal “meant to bite.” All bites must be documented and reported whether or not that bite caused a skin break.

CRUSHING includes any injury in which a human body part is compressed or “squished.” If you slam a door on your hand, that is a crushing injury.

**Any aggressive animal behaviors, regardless of whether or not the animal inflicts an injury, must be reported to approved staff immediately.

APPENDIX 1: REQUIREMENTS FOR HANDLING ADVANCEMENT

White Level

These individuals will learn how to properly assist a trained animal handler. They will learn proper techniques for carrying transport carriers and coolers, as well as what to look for if an animal is in distress, and how to handle an emergency situation. No unsupervised animal handling will occur at this level.

- 1 Training Session with approved Animal Handling Staff

Green Level

This individual has received approval by approved staff on all White Level protocol. Animal handlers at this next level learn to handle animals and have more responsibilities than White Level handlers.

- 1 Training Session with approved Animal Handling Staff
- Minimum of 3 Supervised Practice Animal Handling Sessions with Green Level Animals
- Sessions must be supervised by a trained staff member.
- After each practice session individual must have their supervisor sign and date the cover sheet of their manual.
- Passing Grade on short exam
- Demonstration of Proper Handling Techniques- sign off by Curator of Education

Yellow Level

This individual has received approval by the Curator of Education on all Green Level animals. Animal handlers at this next level learn to handle animals that require more expertise than Green Level animals. If any approved Animal Handling Staff Trainers have any reservations concerning whether a handler should be approved or moved onto the next level of handling, a staff meeting of the Director, Curators and approved Animal Handling Staff will be scheduled to discuss and determine a decision. This individual has successfully trained, practiced, tested, demonstrated and received approval from approved Animal Handling Staff Trainers on all Green Level animals.

- 1 Training Session with approved Animal Handling Staff
- Minimum of 3 Supervised Practice Animal Handling Sessions with Yellow Level Animals.
- Sessions must be supervised by a trained staff member.
- After each practice session, individual must have their supervisor sign and date the cover sheet of their manual.
- Passing Grade on short exam
- Demonstration of Proper Handling Techniques- sign off by Curator of Education

Red Level

This individual has received approval from the Curator of Education on all Yellow Level animals. Animal handlers at this level learn to handle animals that require more expertise and responsibility than Green and Yellow Level handlers. If any approved Animal Handling Staff Trainers have any reservations concerning whether a handler should be approved or moved onto the next level of handling, a staff meeting of the Director, Curators and approved Animal Handling Staff will be scheduled to discuss and determine a decision. This individual has successfully trained, practiced, tested, demonstrated and received approval from approved Animal Handling Staff Trainers on all Yellow Level animals.

- 1 Training Session with approved Animal Handling Staff
- Minimum of 3 Supervised Practice Animal Handling Sessions with Red Level Animals

- Sessions must be supervised by a trained staff member.
- After each practice session, individual must have their supervisor sign and date the cover sheet of their manual.
- Passing Grade on short exam
- Demonstration of Proper Handling Techniques- sign off by Curator of Education

Blue Level

The Animal Curator & Curator of Education must approve an individual to this level. This individual has also received approval from appropriate staff on all Red Level animals. Animal handlers at this level learn to handle animals that require more expertise, responsibility and permission than Green, Yellow, and Red Level handlers.

NOTE: An individual may be limited by the Animal Curator or Curator of Education to specific animals in this class dependent upon their demonstrated abilities with each species. This individual has successfully trained, practiced, tested and demonstrated and received approval by the appropriate staff on each species of Blue level animals they are eligible to work with.

Note: Not all Animal Handlers will be allowed to progress to upper Class levels of handling. This will be determined by the COE, Animal Curator, Animal Outreach Manager, and approved Animal Handling Staff Trainers.

- Animal Curator Approval
- 1 Training Session with approved Animal Handling Staff
- Minimum of 3 Supervised Practice Animal Handling Sessions with Blue Level Animals.
- Sessions must be supervised by a trained staff member.
- After each practice session, individual must have their supervisor sign and date the cover sheet of their manual.
- Passing Grade on short exam
- Demonstration of Proper Handling Techniques- sign off by Curator of Education

APPENDIX 2: PROGRAM ANIMAL HANDLING LEVEL CHART

Taxon	Family	Animal	Touchable	Presentation Notes	Green (Beginner)	Yellow	Red	Blue (staff only)
Green Level								
Amphibian	Frog/Toad	Ornate horned frog	No		x			
Amphibian	Frog/Toad	Cane toad	No		x			
Invertebrate	Insect	Madagascar Hissing cockroaches	Yes		x			
Invertebrate	Arthropod	African Giant Millipede	Yes		x			
Invertebrate	Arachnid	Rosy Tarantula	No	Carrier	x		Packing	
Mammal	Mustelid	Ferret	Yes		x			
Mammal	Rodent/Lagomorph	Degu	No	Carrier	x		Packing	
Mammal	Rodent/Lagomorph	Chinchilla	Yes	Carrier	x		Packing	
Reptile	Turtle/Tortoise	Eastern Box Turtle	Yes		x			
Reptile	Snake	Ball Python	Yes		x			
Reptile	Snake	Rainbow Boa	Yes		x			
Reptile	Lizard	Blue Tongued Skink	Yes		x			
Reptile	Lizard	Bearded Dragon	Yes		x			
Reptile	Lizard	Mali Uromastyx	Yes		x			
Reptile	Turtle/Tortoise	Red-eared slider	Yes		x			
Yellow Level								
Reptile	Snake	Mandarain rat snake	Yes			x		
Reptile	Snake	Honduran milk snake	Yes			x		
Red Level								
Mammal	Rodent/Lagomorph	Flemmish Giant Rabbit	Yes				x	
Mammal	Rodent/Lagomorph	Chinchilla	Yes	In hand			x	
Reptile	Snake	Blood python	Yes				x	
Invertebrate	Arachnid	Rosy Tarantula	No	In hand	x		x	
Blue Level								
Mammal	Xenarthra	9-Banded Armadillo	Yes				staff present	x
Mammal	Insectivore	Hedgehog/Tenrec	Limited	Leather glove(s)			staff present	x
Mammal	Rodent/Lagomorph	Prehensile-tailed Porcupine	No					x
Bird	BOP	American Kestrel	No	Falconry equipment				X
Bird	BOP	Great Horned Owl	No	Falconry equipment				X



Visitor Injury Rep

Park:				Report No.:		
Location:			Accident Date:		Time:	
Date Reported:		Time Reported:		Reported To:		
Description and cause of Injury:						

Victim Information						
Victim name:			Age:		DOB:	
Sex:						
Address:						
CITY:			State:		Zip:	
Description of injuries:						
Was victim in violation of any law, rule, or regulation at the time of Injury?						
If yes, state the violation:						
Treatment administered to victim:						
Persons involved in treatment of victim (include name, title, agency and contact no.):						
Final Disposition of victim:						

Witnesses:		

Emergency response agencies involved:		

Report submitted by:		Title:		Id. No.:	
Date:					
Reviewed by:			Date Reviewed:		

Trainee: _____

Start Date: _____

Training-White Level

Date _____

White level trainees will learn how to properly assist a trained animal handler. They will learn proper techniques for carrying transport carriers and coolers, as well as what to look for if an animal is in distress, and how to handle an emergency situation. No unsupervised animal handling will occur at this level.

The trainee is to observe the basic packing of carriers as well as handling of animals. This is done in a program shadowing capacity.

<p style="text-align: center;">Preparation</p>		<p style="text-align: center;">Packing and handling (Observation Only)</p>		<p>Please make notes daily on areas that need improvement or were not up to par.</p>
<input type="checkbox"/>	Outside temps chart for handling times	<input type="checkbox"/>	Hands are clean and washed	
<input type="checkbox"/>	Daily usage (2Xs/day only)	<input type="checkbox"/>	Safely pick up animal and place in carrier	
<input type="checkbox"/>	Program Calendar (check animals assigned to program)	<input type="checkbox"/>	Washes/sanitizes BEFORE and AFTER handling	
<input type="checkbox"/>	Date last fed (snakes)	<input type="checkbox"/>	Check carrier is for secure before closing	
<input type="checkbox"/>	Opaque (snakes)	<input type="checkbox"/>	Confidence and comfort when presenting/handling	
<input type="checkbox"/>	Other notes on program/ enclosure card	<input type="checkbox"/>	Animals appear comfortable being handled	
<input type="checkbox"/>	Prepare carrier	<input type="checkbox"/>	Follows proper guidelines for public contact	
<input type="checkbox"/>	Mark and flip program card to 'Out On Program'	<input type="checkbox"/>	Presents accurate/age appropriate information	
<input type="checkbox"/>	Close enclosures and check locks	<input type="checkbox"/>	Carriers animal carrier properly	
<input type="checkbox"/>	Hand Sanitizer	Unpacking (Observation Only)		
<input type="checkbox"/>	Radio & Keys	<input type="checkbox"/>	Puts animal in proper enclosure	
<input type="checkbox"/>		<input type="checkbox"/>	Locks enclosure	
<input type="checkbox"/>		<input type="checkbox"/>	Flips program animal card	
<input type="checkbox"/>		<input type="checkbox"/>	Cleans/disinfects carrier	
<input type="checkbox"/>		<input type="checkbox"/>	Carrier properly put away	
<input type="checkbox"/>		<input type="checkbox"/>	Double check enclosures	
<input type="checkbox"/>		<input type="checkbox"/>		

Approved By: _____

Sign Off Date: _____

**Animal Handling
Green Reptiles Sign- off**

Training-Green Level

Date _____
Date _____
Date _____

Trainer: _____
Trainer: _____
Trainer: _____

This individual has received approval by approved staff on all White Level protocol. Animal handlers at this level learn to handle animals and have more responsibilities than White Level handlers. The trainee is to work with trainer on packing of carriers for reptiles and handling of green level reptiles. Minimum of three handling sessions is required before animal sign-off.

Preparation	
<input type="checkbox"/>	Outside temps chart for handling times
<input type="checkbox"/>	Daily usage (2Xs/day only)
<input type="checkbox"/>	Program Calendar (check animals assigned to program)
<input type="checkbox"/>	Date last fed (snakes)
<input type="checkbox"/>	Opaque (snakes)
<input type="checkbox"/>	Other notes on program/ enclosure card
<input type="checkbox"/>	Prepare carrier
<input type="checkbox"/>	Mark and flip program card to 'Out On Program'
<input type="checkbox"/>	Close enclosures and check locks
<input type="checkbox"/>	Hand Sanitizer
<input type="checkbox"/>	Radio & Keys
<input type="checkbox"/>	
<input type="checkbox"/>	

Packing and handling	
<input type="checkbox"/>	Hands are clean and washed
<input type="checkbox"/>	Safely pick up animal and place in carrier
<input type="checkbox"/>	Washes/sanitizes BEFORE and AFTER handling
<input type="checkbox"/>	Check carrier is for secure before closing
<input type="checkbox"/>	Confidence and comfort when presenting/handling
<input type="checkbox"/>	Animals appear comfortable being handled
<input type="checkbox"/>	Follows proper guidelines for public contact
<input type="checkbox"/>	Presents accurate/age appropriate information
<input type="checkbox"/>	Carriers animal carrier properly
<input type="checkbox"/>	
Unpacking	
<input type="checkbox"/>	Puts animal in proper enclosure
<input type="checkbox"/>	Locks enclosure
<input type="checkbox"/>	Flips program animal card
<input type="checkbox"/>	Cleans/disinfects carrier
<input type="checkbox"/>	Carrier properly put away
<input type="checkbox"/>	Double check enclosures
<input type="checkbox"/>	

Please make notes daily on areas that need improvement or were not up to par.

Animal Handling
Green Reptiles Sign- off

	Animal	In hand	Carrier only	Date	Date	Date
Lizard	Blue Tongued Skink					
Lizard	Bearded Dragon					
Lizard	Mali Uromastyx					
Turtle/Tortoise	Red-eared slider					
Snake	Ball Python					
Snake	Rainbow Boa					
Frog/Toad	Ornate horned frog					
Frog/Toad	Cane toad					
Insect	Madagascar Hissing cockroaches					
Arthropod	African Giant Millipede					
Arachnid	Rosy Tarantula					
Mammal	Ferret					
Mammal	Degu					
Mammal	Chinchilla					

Practical Exam Scores

Packing	____/50	____/50	____/50
Handling	____/30	____/50	____/50
Unpacking	____/30	____/50	____/50
General/Miscellaneous	____/20	____/50	____/50
	____/130	____/130	____/130

Approved By: _____

Sign Off Date: _____

**Animal Handling
Yellow Level Sign- off**

Training-Yellow Level

Date _____
Date _____
Date _____

Trainer: _____
Trainer: _____
Trainer: _____

This individual has received approval by the Curator of Education on all Green Level animals. Animal handlers at this next level learn to handle animals that require more expertise than Green Level animals. This individual has successfully trained, practiced, tested, demonstrated and received approval from approved Animal Handling Staff Trainers on all Green Level animals. The trainee is to work with trainer on packing of carriers for reptiles and handling of yellow level reptiles. Minimum of three handling sessions and successful completion of exam is required before animal sign-off.

Preparation		Packing and handling		Please make notes daily on areas that need improvement or were not up to par.
<input type="checkbox"/>	Outside temps chart for handling times	<input type="checkbox"/>	Hands are clean and washed	
<input type="checkbox"/>	Daily usage (2Xs/day only)	<input type="checkbox"/>	Safely pick up animal and place in carrier	
<input type="checkbox"/>	Program Calendar (check animals assigned to program)	<input type="checkbox"/>	Washes/sanitizes BEFORE and AFTER handling	
<input type="checkbox"/>	Date last fed (snakes)	<input type="checkbox"/>	Check carrier is for secure before closing	
<input type="checkbox"/>	Opaque (snakes)	<input type="checkbox"/>	Confidence and comfort when presenting/handling	
<input type="checkbox"/>	Other notes on program/ enclosure card	<input type="checkbox"/>	Animals appear comfortable being handled	
<input type="checkbox"/>	Prepare carrier	<input type="checkbox"/>	Follows proper guidelines for public contact	
<input type="checkbox"/>	Mark and flip program card to 'Out On Program'	<input type="checkbox"/>	Presents accurate/age appropriate information	
<input type="checkbox"/>	Close enclosures and check locks	<input type="checkbox"/>	Carriers animal carrier properly	
<input type="checkbox"/>	Hand Sanitizer	Unpacking		
<input type="checkbox"/>	Radio & Keys	<input type="checkbox"/>	Puts animal in proper enclosure	
<input type="checkbox"/>		<input type="checkbox"/>	Locks enclosure	
<input type="checkbox"/>		<input type="checkbox"/>	Flips program animal card	
<input type="checkbox"/>		<input type="checkbox"/>	Cleans/disinfects carrier	
<input type="checkbox"/>		<input type="checkbox"/>	Carrier properly put away	
<input type="checkbox"/>		<input type="checkbox"/>	Double check enclosures	

Animal Handling
Yellow Level Sign- off

	Animal	In hand	Carrier only	Date	Date	Date
Snake	Mandarin rat snake					
Snake	Honduran milk snake					
Lizard	Prehensile-tailed skink					

Practical Exam Scores

	Packing	____/50	____/50	____/50
	Handling	____/30	____/50	____/50
	Unpacking	____/30	____/50	____/50
	General/Miscellaneous	____/20	____/50	____/50
		____/130	____/130	____/130

Approved By: _____

Sign Off Date: _____

**Animal Handling
Red Level Sign- off**

Training-Red Level

Date _____
Date _____
Date _____

Trainer: _____
Trainer: _____
Trainer: _____

This individual has received approval from the Curator of Education on all Yellow Level animals. Animal handlers at this level learn to handle animals that require more expertise and responsibility than Green and Yellow Level handlers. This individual has successfully trained, practiced, tested, demonstrated and received approval from approved Animal Handling Staff Trainers on all Yellow Level animals. The trainee is to work with trainer on packing of carriers for reptiles and handling of red level reptiles. Minimum of three handling sessions and successful completion of exam is required before animal sign-off.

Preparation		Packing and handling		Please make notes daily on areas that need improvement or were not up to par.
Outside temps chart for handling times		Hands are clean and washed		
Daily usage (2Xs/day only)		Safely pick up animal and place in carrier		
Program Calendar (check animals assigned to program)		Washes/sanitizes BEFORE and AFTER handling		
Date last fed (snakes)		Check carrier is for secure before closing		
Opaque (snakes)		Confidence and comfort when presenting/handling		
Other notes on program/ enclosure card		Animals appear comfortable being handled		
Prepare carrier		Follows proper guidelines for public contact		
Mark and flip program card to 'Out On Program'		Presents accurate/age appropriate information		
Close enclosures and check locks		Carriers animal carrier properly		
Hand Sanitizer		Unpacking		
Radio & Keys		Puts animal in proper enclosure		
		Locks enclosure		
		Flips program animal card		
		Cleans/disinfects carrier		
		Carrier properly put away		
		Double check enclosures		

Approved By: _____

Sign Off Date: _____

Animal Handling
Red Level Sign-off

	Animal	In hand	Carrier only	Date	Date	Date
Snake	Blood Python					
Mammal	Flemish Giant Rabbit					
Mammal	Chinchilla		Packing			
Mammal	Degu		Packing			
Arachnid	Rosy Tarantula		Packing			

Practical Exam Scores

Packing	___/50	___/50	___/50
Handling	___/30	___/50	___/50
Unpacking	___/30	___/50	___/50
General/Miscellaneous	___/20	___/50	___/50
	___/130	___/130	___/130

Approved By: _____

Sign Off Date: _____

Training-Blue Level

Date _____
 Date _____
 Date _____

Trainer: _____
 Trainer: _____
 Trainer: _____

The Animal Curator & Curator of Education must approve an individual to this level. This individual has also received approval from appropriate staff on all Red Level animals. Animal handlers at this level learn to handle animals that require more expertise, responsibility and permission than Green, Yellow, and Red Level handlers. The trainee is to work with trainer on packing of carriers for reptiles and handling of red level reptiles. Minimum of three handling sessions and successful completion of exam is required before animal sign-off.

NOTE: An individual may be limited by the Animal Curator or Curator of Education to specific animals in this class dependent upon their demonstrated abilities with each species. This individual has successfully trained, practiced, tested and demonstrated and received approval by the appropriate staff on each species of Blue level animals they are eligible to work with.

Preparation		Packing and handling		Please make notes daily on areas that need improvement or were not up to par.
Outside temps chart for handling times		Hands are clean and washed		
Daily usage (2Xs/day only)		Safely pick up animal and place in carrier		
Program Calendar (check animals assigned to program)		Washes/sanitizes BEFORE and AFTER handling		
Date last fed (snakes)		Check carrier is for secure before closing		
Opaque (snakes)		Confidence and comfort when presenting/handling		
Other notes on program/ enclosure card		Animals appear comfortable being handled		
Prepare carrier		Follows proper guidelines for public contact		
Mark and flip program card to 'Out On Program'		Presents accurate/age appropriate information		
Close enclosures and check locks		Carriers animal carrier properly		
Hand Sanitizer				
Radio & Keys		Unpacking		
		Puts animal in proper enclosure		
		Locks enclosure		
		Flips program animal card		
		Cleans/disinfects carrier		
		Carrier properly put away		
		Double check enclosures		

	Animal	Date	Date	Date
Bird	American Kestrel			
Bird	Great Horned Owl			
Mammal	Prehensile-tailed Porcupine			
Mammal	North American Porcupine			

Practical Exam Scores	Packing	____/50	____/50	____/50
	Handling	____/30	____/50	____/50
	Unpacking	____/30	____/50	____/50
	General/Miscellaneous	____/20	____/50	____/50
		____/130	____/130	____/130

Approved By: _____

Sign Off Date: _____

APPENDIX 5: ANIMAL HANDLER PRACTICAL EXAM

Name:	Date:	Evaluator:	Final Score ____/240
Animals:	1	2	3

Packing	
Check APR	
Check stop board	
Check temperature	
Has a radio	
Sign out animals	
Pack animals on cart	
Took a stocked clean-up kit	
Unpacking	
Radio put away	
Sign in animals	

Rating Scale:

- 1 Stopped by evaluator due to a safety concern*
- 2 Did incorrectly/not done
- 3 Did incorrectly, but self-corrected
- 4 correctly

*Two ratings of "1" OR test not completed in the time allotted will result in a fail and test must be rescheduled for a later date

192/240= 80% =passing

____/36
#1 #2 #3

Stop Animals Exchange			
Has not been/going to be used			
Similar to assigned animal			
Note left			
Packing			
Check packing guidelines			
Prepare cooler/crate			
Has all needed materials like food, water, bungee, gloves, cover			
Enclosure re-set			
Place Tags			
Double check everything			
Unpacking			
Remove tags			
Explained disinfection			
Put extra items away			
Enclosure secure			
Coolers/Crates put away			
Double Check Everything			
Animal Handling			
Followed handling protocol			
Held kennel/cooler correctly			

____/68 ____/68 ____/68 ____/204