

Animal Escape Response Preparedness

Key Plan Elements and Duties



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Elements of North Carolina Zoo's Response Plan

- Comprehensive Written Response Plan
- National Incident Command Structure
- Centralized Communications Hub
- Weapons Team
- Clearly defined responsibilities for all staff
- Site Evacuation Plan
- Interface with local authorities
- Staff Training
- Drills

Written Response Plan

- Purpose & goals; associated equipment & documents
- Guidelines for reporting an escape
- Key authority roles (IC, Ops Chief, Ops Supervisor, etc)
- Detailed responsibilities for all staff (arranged in logical units)
- Tracking & documenting key response elements
- Clearly stated criteria for authorizing weapons discharge
- Critical perimeter security
- Lists of dangerous and deadly species
- Key staff contact numbers
- Procedures for animals that have left the site
- Procedures for after hours

Recommended Standard Document Format

 <p>NC Zoo Animal Section</p>	Document Name:	Revision Number: 0 Revision Dates:	
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1.0 Purpose:

2.0 Associated Equipment:

3.0 Associated Documents:

4.0 Trainer:

5.0 Evaluator:

6.0 SOP Controlled Document Location:

7.0 Procedure:

Goals & Objectives

- Of "Escaped Animal Recapture Procedure" is to establish responsibilities, roles, procedures and guidelines for Zoo personnel to follow during animal escapes.
- Of "Animal Escape Preparedness Plan" (separate documents) is to develop best practices, tools, training and drills to prepare staff so they may safely implement all aspects of a recapture plan should an escape occur. Drills of this procedure will be conducted at least twice per year. A maximum of one actual escape response per year (if they occur) can be counted as a drill. "Table top" discussions by Animal Section Curators and Animal Management Supervisors may supplement drills.

Associated Equipment & Documents

- ***Associated Equipment:*** zoo vehicles, shotguns, .375 rifles, recapture equipment (nets, etc)
- ***Associated Documents:*** NCZ Emergency Response Plan; NCZ Park Evacuation Plan; NCZ Crisis Communications Plan; NCZ Weapons Team Management Policy & Guidelines; NCZ Escaped Animal Response Preparedness Plan

Reporting An Escape

The employee reporting the escape should remain calm, speak deliberately and clearly and provide the following information to the best of their knowledge:

- Name of reporting employee
- If reporting via telephone give the location and phone extension number you are reporting from so you can be located/contacted again as needed.
- The species of escaped animal. (if the exact species is not known use closest group term for example bear, large cat, antelope, etc.)
- The number of escaped animals observed
- Exact location of animal(s)
- Direction of animal(s) movement
- Condition and behavior of animal (injured, panicked, running, etc)
- Any humans injured by the escaped animal
- Animal description (sex, adult/young, specific ID) if known

Note: Stickers which contain this list of critical types of information and can be affixed to hand held radios.

Key Response Authorities

- Incident Commander
- Operations Chief
- Operations Supervisor
- Communications Coordinator

Follows National Incident Management System standards and terminology

Incident Commander – has overall responsibility for the entire response to the incident or event

Operations Chief – oversees tactical operations planning to carry out parts of the response

Operations Supervisors – oversee implementation of the plan

Communications Coordinator – insures all staff receive vital information; tracks completion of critical response elements

Key Duties of Incident Commander

- Establish a command post
- Notify key non-animal staff (zoo senior staff, public relations staff, etc)
- Coordinate process to account for all zoo staff
- Determine if all or partial park evacuation is needed
- Look after needs of injured, including friends or relatives of injured
- Coordinate with responding outside agencies

Key Duties for the Operations Chief

- Insure all staff are aware of incident & details
- Mobilize weapons team
- Mobilize vet staff
- Mobilize and assign responding zookeeper staff
- Track perimeter gate security
- Determine if other enclosure mates are secure
- Determine if area staff is accounted for and safe
- Establish a rendezvous location for key responding staff
- Establish a perimeter
- Develop a recapture plan
- Manage the weapons team
- Keep IC informed of recapture status, injuries, etc
- Lead post event review meeting

Key Duties of Zookeepers

- Secure animal areas and prepare to mobilize
- Muster recapture and personal protection equipment
- Attend to gate security assignments
- Get visitors nearby into safe areas
- Monitor escape details and respond to pre-designated locations or instruction from OC
- Prepare to participate in setting perimeters and search efforts
- If not needed for animal recapture, be available for crowd control or assignment by IC

Communications Coordinator Checklist

ZOOCOM Checklist for Tracking & Prompting Critical Information During an Animal Escape Response

Use Emergency Tone and Repeat broadcast information confirming that this is not a drill:

AN ANIMAL ESCAPE IS IN PROGRESS - ALL UNITS SWITCH TO CHANNEL 1

Record : (prompt if needed to get information very early on in the event)

[] - Time of initial call: _____ Person reporting escape: _____

[] - Species/Type of animal : _____

[] - Number of animals : _____

[] - Last Reported Location : _____

[] - Direction of movement : _____

[] - Status of any human injuries : _____

Determine (if possible):

[] - Animal's behavior (calm, agitated, aggressive, etc.) : _____

[] - Is animal injured : [] Yes [] No

[] - Cause or route of escape: _____

Use Emergency Tone then Simulcast on channels 1, 2, and 6:

- Animal escape in progress, THIS IS NOT A DRILL
- Broadcast all available information from above
- Repeat all critical information at least every ~ 5 minutes

(See complete form in NCZ Escaped Animal Response Procedure document provided)

Other Responsibilities

(list in separate sections of the procedure document)

- Vet staff
- Zoo security staff
- Zoo office staff
- All non- animal care staff
- Contractors working on site
- Zoo Society staff
- etc

Other Plan Elements

- List of perimeter gates with gate security responsibilities
- Park map
- List of dangerous and deadly animal species in the collection (may have different levels of response with regard to elements like mobilizing weapons)
- List of emergency contact numbers for key staff
- Procedures for escapes after hours
- Procedures if escaped animal breaches zoo perimeter fence

Related Types of Events

(requires similar but not identical response, therefore separate written procedures, drills, etc)

- Person in a dangerous animal exhibit
- Animal escape within a holding building
- Elephant escape or man-down situation
- Venomous reptile bite
- Dive accident
- Multiple simultaneous emergencies

Weapons Team Management

- Identify team members (need enough to always have two on duty at any time)
- Basic safety and marksmanship training with local law enforcement
- Weapons selection and maintenance
- Clearly defined eligibility and qualification requirements
- Range qualification at least twice per year
- Clearly defined weapons discharge criteria
- Identified program leader
- Range leader qualifications and training

Drills

- Should be conducted at least twice annually
- Should be rotated regarding species & involved staff to cover various scenarios, roles, etc.
- Should be well planned in advance with specific goals and objectives
- Should be followed by response review meeting and well documented
- May want to start with announced drills then move to unannounced
- Ability to conduct drills with visitors in the park?

Reference Documents Provided

- North Carolina Zoo Escaped Animal Emergency Response Plan
- NCZ Animal Escape Response Preparedness Plan
- NCZ Weapons Team Management Policies & Procedures
- NCZ Person in a Dangerous Animal Exhibit Emergency Response Procedure
- NCZ Venomous Reptile Bite Emergency Response Procedure

Policy vs Procedure vs Guideline

There are legal differences between these 3 terms

Policy:

- un-ambiguous, officially approved and written rule or directive
- failure to follow has serious consequences up to and including dismissal if not followed as written

Procedure:

- officially approved fixed step by step course or series of actions, with definite start and end, that must be performed completely and in a regular, definite order but with some latitude for judgment

Guideline:

- recommended methods for performing tasks that allow some discretion or leeway in their interpretation, implementation, or use

Audience Discussion & Questions

- Examples of procedures at other zoos from conference delegates – similarities & differences
- Questions about specific response elements
- Problems and problem solving discussion
- Differences for person in an exhibit, venomous bites, elephant emergencies, escapes within holding, etc
- Examples of real escapes and responses from conference delegates

 <p>NC Zoo Animal Section</p>	Document Name: NCZ Escaped Animal Emergency Response Procedure	Revision Number: 8 Revision Dates: Jan 2013 ; July, 2011; June, 2010; April 2010; Jan 2009; Nov 2007; Feb, 2005; Nov 2004
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Wording in red type represents changes made Nov, 2011 after drill on 20 Oct, 2011 and in March 2012 after Elephant/Rhino escape response review meeting, also in Dec, 2012 after the Rhino escape and in Jan 2013 based on feedback from Chief Zoo Ranger Mike Honeycutt

NORTH CAROLINA ZOOLOGICAL PARK

Escaped Animal Emergency Response Procedure

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INTRODUCTION

1.0 Purpose: It is fundamental to the public exhibition of an exotic animal collection to design enclosures and systems for holding, shifting and transporting animals that safely contain them. However, no matter how well the enclosures are designed and procedures are adhered to, the possibility of an animal escape is ever present. Therefore, a comprehensive plan must exist that outlines procedures to guide the quick and safe recapture of escaped animals and protects zoo visitors, employees and neighbors from harm. Recapture procedures should also be part of a larger plan that includes preparedness plans and training to improve responding staff's ability to function under emergency conditions and routine facilities and practices reviews that help prevent similar situations from occurring.

Goals: The objective of the "Escaped Animal Recapture Procedure" is to establish responsibilities, roles, procedures and guidelines for Zoo personnel to follow during animal escapes.

The objective of the "Animal Escape Preparedness Plan" (separate document) is to develop best practices, tools, training and drills to prepare staff so they may safely implement all aspects of a recapture plan should an escape occur. **Drills of this procedure will be conducted at least twice per year. A maximum of one actual escape response per year (if they occur) can be counted as a drill. "Table top" discussions by Animal Section Curators and Animal Management Supervisors may supplement drills.**

2.0 Associated Equipment: zoo vehicles, shotguns, .375 rifles, recapture equipment (nets, etc)

3.0 Associated Documents: NCZ Emergency Response Plan, NCZ Park Evacuation Plan, NCZ Crisis Communications Plan, NCZ Weapons Team Management Policy & Guidelines, NCZ Escaped Animal Response Preparedness Plan

Definitions

- **Animal Escape:** any event when a zoo collection animal is no longer securely enclosed by the primary containment barriers for its exhibit or holding facility.
- **Zoo personnel:** all permanent and temporary/seasonal paid staff of the North Carolina Zoo, employees of the North Carolina Zoological Society, Sodexo food and catering services employees, certified zoo volunteers, Zoo School staff and students, Davidson Community College Zoo Technology Program interns, registered research students and interns, and any approved contractor staff on site.
- **Dangerous Animals:** all animals included in the list in Appendix 1 of this document. There are three levels of danger reflected in the list. All animals on all levels are considered dangerous.
- **Primary containment:** the main and first level barrier designed to contain an animal under normal housing. This may be the only containment barrier however in other cases additional outer layers of containment may exist (such as for enclosures located inside buildings). While more than one layer of containment barrier may exist, the primary containment barrier is typically the only one designed to be relied upon. Once the primary containment barrier is breached the animal has escaped.
- **Secondary Containment:** containment layers outside the primary containment barrier
- **Full Response:** Responses including mobilization of the Weapons Team, Veterinary staff, much of Animal Section staff, all Ranger staff and including ZooCom coordination and the suspension of some park operations such as admissions and in-park transport.
- **Response Operations Area:** the area in the immediate and close vicinity of the animal escape

4.0 Trainer: Heads, Managers and Supervisors for all zoo Sections

5.0 Evaluator: General Curator of Animals

6.0 Staff Access to Procedure: Original in Animal Curators' Office; electronic access on Animal Section Infoweb

7.0 Procedures:

REPORTING AN ANIMAL ESCAPE

Each and every animal escape, regardless of relative danger posed by the animal, is to be reported. Dangerous animal escapes must be reported immediately to ZooCom, by hand-held radio whenever possible or by phone (ext 7542) if not possible via radio. (see list of [Dangerous Animals in NC Zoo collection Appendix I](#)).

The employee reporting the escape should remain calm, speak deliberately and clearly and provide the following information to the best of their knowledge:

1. Name of reporting employee
2. If reporting via telephone give the location and phone extension number you are reporting from so you can be located/contacted again as needed.
3. The species of escaped animal. (if the exact species is not known use closest group term for example bear, large cat, antelope, etc.)
4. The number of escaped animals observed
5. Exact location of animal(s)
6. Direction of animal(s) movement
7. Condition and behavior of animal (injured, panicked, running, etc)
8. Any humans injured by the escaped animal
9. Animal description (sex, adult/young, specific ID) if known

Note: Stickers which contain this list of critical types of information and can be affixed to hand held radios are available in the Animal Section office. These stickers should be attached to all radios.

KEEP THE ANIMAL UNDER OBSERVATION FROM A SAFE DISTANCE UNTIL HELP ARRIVES. DO NOT ATTEMPT TO RECAPTURE, HERD, OR APPROACH AN ESCAPED ANIMAL ALONE.

REPORTING NON-DANGEROUS ANIMAL ESCAPES

Animals not listed in Appendix 1 of this document are not considered an immediate potential danger to zoo personnel or visitors. Also, some animals are highly mobile (e.g. small primates) and will be difficult to recapture while other present no such problems. Responses to escapes by these species may or may not require the full response required for dangerous animals. However, these escapes must still be reported. If the escaped animal will require any significant level of staff response to support quick recapture it should be reported to Zoo Com immediately. For cases involving highly benign species with poor mobility (e.g. turtles or small ducks) the first report can be made directly to the Animal Management Supervisor (AMS) of the work unit or the On-duty AMS. The responding Animal Section staff will determine the appropriate level of response and mobilize it.

RESPONSE PROCEDURE AUTHORITY

INCIDENT COMMANDER

Since there may be numerous other response needs not directly related to the recapture (e.g. decisions to close part or all of the park, to evacuate the park, to coordinate outside emergency operations agencies response, etc.) an Incident Commander must be identified to assume these duties. The Incident Commander will be the senior most personnel on site. On weekends this duty will automatically fall to the Duty Officer. The Incident Commander will be in charge of the overall, park-wide response to the emergency, coordinating closely with the Operations Chief (Capture Coordinator) and ZooCom. **The Incident Commander will set up a Command Post in parking lot #5 for incidents occurring in Africa or in parking lot C for incidents occurring in North America. The IC Command Post location may be moved if parked cars on busy zoo visitation days or other circumstance dictate.**

OPERATIONS CHIEF (CAPTURE COORDINATOR)

The Animal Section curator most appropriate for the species of escaped animal (e.g. Mammal Curator for an escaped mammal, Bird Curator for an escaped bird) will be responsible for leading the response to recapture an escaped animal. This person will be designated the Operations Chief (identified in previous versions of this plan as the Capture Coordinator) and will be responsible for leading and coordinating all actions related to the animal recapture until the escaped animal is safely secured. If the most appropriate Animal Section curator is unavailable, one of the other curators will assume this duty. There is always at least one Animal Section curator on duty. However in an extremely unusual circumstance no curator is available, an Animal Management Supervisor will assume the Capture Coordinator duties. The Capture Coordinator assumes immediate control and responsibility for the response whether they are at the actual scene of the escaped animal or not. **The Capture Coordinator will set up a Rendezvous Point in a location close to the escaped animal's location but at a distance safe enough to allow for evaluation and planning of the response without risk to gathering staff or influencing the behavior of the escaped animal.**

ZOOCOM

ZooCom is the main zoo communications base station. ZooCom coordinates communications between the Capture Coordinator, Incident Commander and all other zoo personnel during an animal escape. ZooCom has the authority to notify 911 and call for assistance from other outside emergency response agencies (police, sheriff, state patrol, fire/rescue, emergency medical services, etc) if deemed appropriate.

OPERATIONS SUPERVISOR

Until the Operations Chief (Capture Coordinator) arrives at the incident scene, the senior-most Animal Section personnel (Animal Management Supervisor or zookeeper) will control the scene and monitor and report on the escaped animal(s) activities. The Operations Supervisor advises and coordinates initial response with the Capture Coordinator but is not responsible for leading the overall recapture effort.

RESPONSIBILITIES OF THE INCIDENT COMMANDER

Upon notification of an animal escape, the most senior staff member **on duty** who is not in Animal Section will identify him/herself to ZooCom as the Incident Commander. **This is typically the Duty Officer on weekends. If an Animal Curator is the Duty Officer (happens only on winter weekends) the most senior Ranger may act as Incident Commander so the Curator can perform their role as Rescue Coordinator or weapons team member. In this circumstance, the Ranger acting as the Incident Commander should be relieved by the first member of Senior Staff to arrive at the zoo.**

Ensure ZooCom acknowledges the identity of the Incident Commander to all units and coordinates all subsequent information regarding response elements unrelated to the animal recapture through the Incident Commander.

Secure a charged and functional hand-held radio to facilitate communications with ZooCom and the Capture Coordinator. Identify a back-up radio if possible and muster this unit too.

Oversee/assist with notification of all Section Heads (or their designees) and efforts to account for the safety of personnel working in the park who may not be aware of the emergency (e.g. Horticulture, Housekeeping and Education staff without radios, contractors, volunteers, Zoo School students and faculty, etc)

Determine the need to close admissions to part or all of the park (in consultation with the Capture Coordinator and **the Senior Ranger on duty**). When in doubt, err on the side of caution and close admissions to the park. Can re-evaluate and revise this decision as needed.

Determine the need to evacuate part or all of the park (in consultation with the Capture Coordinator and the **Senior Ranger on duty**). When in doubt, err on the side of caution and evacuate the park.

Set up a Command Post:

Command Post Locations for North America

a) Parking Lot C (if full of cars go to below)

b) Area next to Gate 16

Command Post Locations for Africa

a) Parking Lot 5 (if full of cars go to below)

b) Service Support

Mobilize NCZ Marketing and PR Section response

Interface with responding outside emergency agencies

- 1) The Incident Commander will be responsible for acting as liaison between the Capture Coordinator, **the Senior Ranger on duty** and all outside agencies and organizations.
- 2) The Incident Commander will coordinate all aspects of the internal response that are not directly related to the actual recapture of the escaped animal.

Per discussion with Chief Ranger Mike Honeycutt in Dec, 2011 - it will now be standard protocol for the Senior Ranger on duty to immediately report to the IC command Post in a secure vehicle to serve as a communications liaison btw Zoo Com and the IC

RESPONSIBILITIES OF THE OPERATIONS CHIEF (CAPTURE COORDINATOR)

- 1) Upon notification of an animal escape, the most appropriate Animal Section curator will identify him/herself to ZooCom, via hand held radio, as the Operations Chief/Capture Coordinator. ZooCom will acknowledge the identity of the Capture Coordinator for all units and coordinate all subsequent information regarding the recapture response through the Capture Coordinator.
- 2) The Capture Coordinator will ensure that ZooCom has clearly announced and repeated (at least once) that an animal escape is in progress and this is not a drill.
- 3) The Capture Coordinator should seek/get a brief readiness status report from all Weapons Team members on site via hand held radio.
- 4) The Capture Coordinator should seek/get a brief readiness status report from the responding Veterinary staff via hand held radio.
- 5) The Capture Coordinator should monitor and track the reported closing and securing of critical perimeter fence gates (Gates 1, 3, 4b, 6, 8, 9, 10 & 16)
- 6) The Capture Coordinator will seek/determine by radio the security status of enclosure mates of escaped animals and the safety status of all zoo personnel (initially Animal Section staff) working in the area where an animal has escaped. The Capture Coordinator should confirm to Zoo Com when the operations area is confirmed clear of all non-essential staff if/when this is possible.
- 7) The Capture Coordinator should designate a safe and effective **Rendezvous Point location** and proceed to that location, **and may also identify one or more staging locations. Members of the Weapons Team, veterinary staff, and responding Zookeeper personnel will gather at the Rendezvous Point or at staging areas as instructed by the Capture Coordinator.** He/she should seek advice from knowledgeable Animal Care staff on location regarding the most appropriate command post and staging locations as necessary before designating them.
- 8) The Capture Coordinator, working with other responding Animal Section personnel and particularly knowledgeable staff who work directly with the escaped animal, will develop plans for isolating, monitoring and recapturing the escaped animal. This may include the establishment of containment and monitoring perimeters to keep the animal from moving into less controlled areas, strategies for luring animals back to home enclosures, the use of chemical immobilization or the use of firearms to control the situation.
- 9) The Capture Coordinator will provide regular (minimally every 3 - 5 minutes) response status updates to ZooCom throughout recapture efforts. Status updates should include animal position and condition and progress of key elements of the response (e.g. Weapons Team movements and weapons discharge authorization). This allows all zoo personnel to stay abreast of conditions and coordinated and effective public safety responses.
- 10) Capture Coordinator directs and authorizes Weapons Teams mobilization and locations and authorizes the discharge of firearms (see the suspension of authorization requirements under immediate life-threatening situations on page 9).
- 11) The Capture Coordinator provides information and recommendations to the Incident Commander regarding need for/coordination with outside agencies, need to close or evacuate the park, etc.
- 12) After the animal has been safely and completely secured, the Capture Coordinator should notify the **Incident Commander** that the animal is secured and **whether it is recommended** normal (or restrictive) Zoo and public operations may resume. **Only the Incident Commander can end the response.**
- 13) **After the animal has been safely secured the Capture Coordinator convenes a review meeting (within 24 hrs) to investigate how the escape occurred and determine immediate needs for preventing a reoccurrence of the escape. A written report is issued by the Capture Coordinator. It should review the reasons for the escape, the relative success or problems with the emergency response, and determine how to prevent similar escapes and improve the emergency responses in the future. This report will be distributed to the Director, all Animal Curators, Chief Veterinarian, Visitor Services Section head, Chief Ranger and Public Relations Officer.**

RESPONSIBILITIES OF ZOO COM

- 1) Using the emergency tone and simulcast on radio channels 1 and 2, notify all zoo personnel that an animal has escaped, the Escaped Animal Recapture Procedure is in effect and this is not a drill. Announce the type of animal and last known location if this is known.
- 2) Repeat the emergency tone and the above announcement at least once initially and again every ~ 5 minutes for response status update.
- 3) Direct all zoo personnel to tune radios to Channel 1 and to maintain radio silence unless the message is directly related to the response procedure. Advise all units that all further communications **directly** related to the response will be on Channel 1 until further notice.
- 4) Remain in the office and have someone answer the telephone so ZooCom can monitor and respond to the requests of the Capture Coordinator and Incident Commander on the radio without interruption. ZooCom to maintain a minimum of 2 Ranger staff in ZooCom during an event
- 5) Start use of a standardized "NC Zoo Animal Escape Plan ZOOCOM Checklist" (see below pages 7 & 8) to track and confirm that all response elements happen. All applicable blanks are to be filled out as quickly and accurately as possible.
- 6) **Advise** Admissions operations (one or both) to cease admitting guests, secure admissions gates and facilitate visitors exiting the park and advise zoo transportation operations to cease operations into the response operations area **as directed by the Incident Commander**.
- 7) Confirm all critical information by repeating it as acquired and as radio traffic allows. This includes:
 - Capture Coordinator has acknowledged and identified him or herself.
 - Incident Commander has acknowledged and identified him/herself
 - Incident Commander command post location
 - Veterinarian has acknowledged readiness status and identified him or herself.
 - Critical Gates closed and secure (can do multiple gates at once to reduce radio traffic)
 - Admissions Gates closed
 - Zoo transportation operations ceased
 - Rendezvous location for responding Animal staff as identified by Capture Coordinator
 - 911 has been mobilizedIf any of the critical information above is not provided within 3 - 5 minutes of the start of the incident, prompt the Incident Commander or Capture Coordinator to provide it. Use checklist below.
- 8) Forward incoming calls to the public extension at ZooCom to the Stedman Education Center reception desk. If there are problems doing this simply unplug this extension until the emergency is over.
- 9) Notify/mobilize 911, Emergency Medical Services or other appropriate outside agencies (police, sheriff, state patrol, fire/rescue, etc) as warranted.

NOTE: In the event of a human injury related to an animal escape, ZooCom will be notified immediately (by the Capture Coordinator or other knowledgeable personnel) to alert EMT's and Emergency Rescue Teams. Whenever necessary, Animal Section weapons team personnel should accompany emergency medical units to the site of the injury.

ZOOCOM Checklist for Tracking & Prompting Critical Information During an Animal Escape Response

Use Emergency Tone and Repeat broadcast information confirming that this is not a drill:
AN ANIMAL ESCAPE IS IN PROGRESS - ALL UNITS SWITCH TO CHANNEL 1

Record : (prompt if needed to get information very early on in the event)

- Time of initial call: _____ Person reporting escape: _____
- Species/Type of animal : _____
- Number of animals : _____
- Last Reported Location : _____
- Direction of movement : _____
- Status of any human injuries : _____

-Determine (if possible):

- Animal's behavior (calm, agitated, aggressive, etc.) : _____
- Is animal injured : Yes No
- Cause or route of escape: _____

-Use Emergency Tone then Simulcast on channels 1, 2, and 6:

- Animal escape in progress, THIS IS NOT A DRILL
- Broadcast all available information from above
- Repeat all critical information at least every ~ 5 minutes

If the following information has not been given after approximately 3 - 5 minutes, ask for this information as radio traffic allows. Confirm all critical information below by repeating it on Channel 1 as received:

- Confirm Capture Coordinator by name : _____ Time : _____
- If no Capture Coordinator self-identifies, call for a Curator or Keeper III to respond
- Confirm Incident Commander by name: _____
- IC Command Post Location: _____
- Confirm vet staff is responding: Time : _____
- Weapons team(s) activated? Time : _____ Members: _____
- If directed by the IC, advise Admissions to close entrance gates: Time: _____
- If directed by the IC, advise Transport operations to cease: Time: _____
- Identify Rendezvous Point for responding staff as chosen by Capture Coordinator _____

- Dispatch at least one Ranger to the Capture Coordinator Rendezvous Point Time: _____
- 911 mobilized: _____

Confirm keepers/admissions have closed the following gates:

<u>Gate / responsible person</u>	<u>Time confirmed</u>	
<input type="checkbox"/> #3: Elephant or Rhino Kpr	_____	<input type="checkbox"/> #16: Swamp Kpr _____
<input type="checkbox"/> #4b: Commissary	_____	<input type="checkbox"/> NA admission gate(s) _____
<input type="checkbox"/> #5: Commissary	_____	<input type="checkbox"/> Africa admissions gate(s) _____
<input type="checkbox"/> #6: Cat/chimp	_____	<input type="checkbox"/> #23 Connector Trail Africa _____
<input type="checkbox"/> #8: Aviary Kpr	_____	<input type="checkbox"/> #24 Connector Trail N Amer _____
<input type="checkbox"/> #9: Sonora Desert Kpr	_____	
<input type="checkbox"/> #10: Sonora Desert Kpr	_____	

Call ZooCom backup to assist with phones

Notify the following of animal escape:

- 7543 Security Chief
- 7303 Visitor Services Officer
- 7335 Admissions
- Duty officer (weekends)

Notify 911 ***ONLY*** for dangerous animal escapes to alert them they may be needed for assistance.

Person contacted : _____ Time : _____

Notify Zoo School of escape in progress. Note - they do have zoo radios and are supposed to monitor for emergencies. Time : _____

Direct Rangers and other employees to evacuate visitors from area/continent/Park (or move to secure location) as directed by the **Incident Commander**. (Time: _____)

If directed by Senior Ranger on duty, notify Randolph County Sheriff's Dept and State Highway Patrol of zoo closure and need for traffic control assistance (time: _____)

Confirm for all units when animal is secure (time: _____). Confirm when the all-clear has been given by the **Incident Commander** and all units return to regular channels and operations. Time : _____

Complete animal escape report and make copies:

- Security Chief
- Visitor Services Officer
- Animal Section staff.
- File original report in the animal escape file in ZooCom.

Date of Incident: _____ Ranger Completing Checklist: _____

Notes: _____

RESPONSIBILITIES OF WEAPONS TEAM MEMBERS

- 1) Upon notification of a dangerous animal escape, proceed towards the nearest firearms storage cabinet. Notify the Capture Coordinator via hand held radio of your readiness status (availability, current physical location, ETA to nearest weapons cabinet and which cabinet that is)
- 2) Unless directed otherwise by the Capture Coordinator, muster weapons from the nearest cabinet and begin to proceed towards the area of the animal escape. Monitor the radio for further instructions from the Capture Coordinator and do not proceed all the way to the **identified Rendezvous Point or staging area** unless/until instructed to do so. Always wear orange safety vests (stored in gun cabinets) when responding with weapons.
- 3) The Capture Coordinator will identify the Emergency Weapons Team members needed to respond fully early in the response. Depending on the staffing levels for any given day, there may be more Weapons Team members on site and available than needed to respond. Two teams, of two Weapons Team members each, are considered ideal for a response. It is recognized this sometimes isn't possible.
- 4) Any Weapons Team member specifically directed by the Capture Coordinator to mobilize should proceed with firearms as quickly and safely as possible to the **Rendezvous Point or staging area**, as identified and directed by the Capture Coordinator.
- 5) If not called upon/needed for full response by the Capture Coordinator, return mustered weapons to the cabinet and secure them. Then proceed to rendezvous point/staging areas as identified and directed by the Capture Coordinator to assist with other duties.
- 6) Whenever available staffing levels allow, Weapons Team members should respond and work in teams.
- 7) Keep all firearms secure and follow all gun safety rules at all times when transporting them to an emergency response site.
- 8) When at the **Rendezvous Point or staging location** discuss recapture plans, safety concerns (e.g. crossfire potential, location of other staff or visitors in the area, likelihood of animal attack) and specific response instructions with the Capture Coordinator. Take up positions as directed by or coordinated with the CC.
- 9) The Capture Coordinator should authorize Emergency Weapons Team members to discharge firearms before they are fired. Weapons **should not be fired unless one of the following criteria is met and will be fired if either of the first two criteria are met and a safe shot can be taken. The default for all Weapons Team members is to fire if any of these criteria are met but criteria "c" may be overruled by the Capture Coordinator in some circumstances (e.g for rhinos, cervids & bovids, female chimps & gorillas, giraffe)**
 - a) A person's life is in imminent danger
 - b) It appears an animal is likely to attack
 - c) A dangerous animal is about to leave containment on the Zoo grounds (breach the perimeter fence **or enter an area within the perimeter fence where control of the situation is compromised or lost**). **This applies to most dangerous animals but may be overruled by Capture Coordinator.**

Suspension of Firearms Discharge Authorization: It is recognized that conditions may not allow for the time or ability of the Capture Coordinator to consider and grant such authorization. If a human life is in imminent danger from an escaped zoo animal, any Weapons Team member has the authority to discharge their weapon to dispatch the animal as long as the shooting angle, available backstop, range of the firearm, position of other humans and other safety considerations have been carefully considered.

RESPONSIBILITIES OF VETERINARY PERSONNEL

- 1) Upon notification of an animal escape the attending Veterinarian should acknowledge briefly on the radio that he/she has heard the report and state what his/her immediate status and response time are, (e.g. going to hospital for supplies or equipment, en route to escape area, ETA at escape area, etc).
- 2) After this initial transmission, wait at least 60 seconds before calling support staff with instructions so that other initial critical radio transmissions can take place. If possible use land line to coordinate with other veterinary personnel to avoid tying up radio traffic.
- 3) Gather all emergency supplies at the direction of the available Veterinarian or Capture Coordinator and drive towards the **Rendezvous Point** or staging location specified by the Capture Coordinator (use vehicle 4-way flashers when en-route). Only vital support staff should arrive at the rendezvous location, all other veterinary staff should stand by at the Medical Center ready to support the field team and prepare to deal with any animal medical emergency.
- 4) Discuss options and advise on recapture plan with Capture Coordinator.
- 5) Administer drugs for chemical restraint if this is the chosen course of action. Administration of drugs will only be done by a veterinarian or trained veterinary technician. The drugs used and the mode of delivery will be determined by the veterinary staff.
- 6) Coordinate approach of the animal for chemical restraint with the Capture Coordinator. Whenever possible veterinary staff attempting to chemically immobilize an escaped animal should be accompanied closely by Weapons Team members to protect them, as it is anticipated this will require approaching close to or within the flight/fight distance. If an animal must be darted, extreme caution must be exercised to ensure that no other animal or person is in the line of fire.
- 7) Once the animal is anesthetized, it will receive a physical examination to determine if it was injured during the escape or capture. If an injury is detected, the animal will either be transported to the Veterinary Medical Center or returned to its enclosure for appropriate treatment.

RESPONSIBILITIES OF ANIMAL SECTION PERSONNEL

- All Curators and Animal Management Supervisors should immediately proceed towards the **Rendezvous Point** or staging areas (or likely areas) unless responding to a gun cabinet as a Weapons team member.
- All Zookeepers should immediately secure their work area and make ready to respond. Animal Section staff with medical conditions (e.g. on restricted duty, pregnant, etc) are exempt from participating in the actual recapture of the animal(s) but should assist with crowd control or other duties as possible.
- Zookeepers working in the continental region (Africa or North America) where the animal escape is taking place should gather equipment for use in the recapture or to defend/protect themselves against an animal attack and begin to proceed towards the **Rendezvous Point** or staging areas.
 - Respond in a sturdy secure vehicle if at all possible (use of personal vehicles is authorized)
 - Activate 4-way flashers in responding vehicles to identify them as part of the response
 - Do not closely approach the area containing the escaped animal or the **command post**/staging area until directed by the Capture Coordinator or his/her designee.
 - Expect to be assigned to form a human chain/perimeter at a safe distance surrounding the escaped animal. Duties will include locating and monitoring the escaped animal's movements and condition and keeping it from wandering further from its home enclosure or towards areas with greater human safety concerns. **Proactively organize this if possible.**
 - Expect to take instructions from or have duties delegated by Curators or AMSs as delegated by the Capture Coordinator or from responding Rangers
 - Assist with visitor/employee safety needs by checking your immediate area (both public and non-public areas) and instructing visitors/employees to move to a safe area (animal building public areas, keeper office space, restrooms, non-animal buildings) away from area of escape.
 - Monitor animals in your area and bring animals in that may panic as a result of an escaped animal and complicate the recapture procedure.
 - Provide information to the recapture team as needed if the escaped animal comes into your area or is visible to you.
- Zookeepers not working in the continental region (Africa or North America) where the animal escape is taking place should gather equipment and proceed to the continental perimeter fence gate (gates 4b, 8, 9, 10, 16) nearest to the event so they are available for quick response if needed. Gates 8 and 16 are preferred as there is room at these gates to stage multiple vehicles without blocking access. These zookeepers may instead be enlisted by Rangers for crowd control, park evacuation or other duties.
 - Respond in a sturdy secure vehicle if at all possible (use of personal vehicles is allowed)
 - Activate 4-way flashers in responding vehicles to identify them as part of the response
 - Expect to take instructions from or have duties delegated by Curators or AMSs as delegated by the Capture Coordinator or from responding Rangers - especially for crowd control.
 - Monitor animals in your area and bring animals in that may panic as a result of an escaped animal and complicate the recapture procedure.
- All zookeepers are to immediately respond to handle any gate security assignments that are part of this plan (see Gate Security section below). These assignments take priority over other assignments.
- All zookeepers are to closely monitor the radio for any specific instructions or other information provided by the Capture Coordinator/ZooCom or respond to assistance needed by the Rangers.
- **DO NOT CALL ZOOCOM VIA RADIO OR LAND LINE** unless vital information about the animal escape or a serious visitor/employee safety problem arises and needs to be communicated.

GATE SECURITY

The following gates will be secured by the Animal Care Staff during an animal escape by the following sections:

NC Zoo Gate List

Gate No.	Gate Location/Name ¹	Type of Gate ²	Responsible Party During Animal Escape/Drill
1	Panther Creek Road Gate Into Zoo	SG	
2	Service Support Complex Gate		
3	Elephant/Rhinos/African Plains Barns/Paddocks Gate	PG	Elephant Keepers and/or Commissary Staff
4a	Elephant/Rhino South Exhibit Access Gate	PG	Elephant Keepers and/or Commissary Staff
4b	Africa Service Road Automatic Gate	PG	Commissary Staff
5	Rear of Retail Shops @ Akiba Market	PG	Commissary Staff
6	Cat Chimp Service Road Automatic Gate	PG	Cat/Chimp Keepers
7	Cat Chimp Service Road Emergency Access Gate	PG	Cat/Chimp Keepers
8	NA Three Way Stop Behind Junction Plaza	PG	Sonora Desert Keepers
9	NA Pedestrian Gate @ Junction Plaza	PG	Aviary Keepers
10	Desert Automatic Gate on Service Road	PG	Sonora Desert Keepers
11	Africa Parking Lot Entrance	SG	
12	Africa Parking Lot Exit	SG	
13	Middle 30 Foot Gate on Zoo Parkway Connector Road/Spur		
14	NA Lake Dam	PG	
15	Main Gate on Zoo Parkway Connector Road/Spur	SG	
16	North America Service Road Automatic Gate	PG	Cypress Swamp Keepers
17	Propagation Area Automatic Gate	PG	
18	Veterinary Hospital Entrance Automatic Gate off Old Cox Road	PG	
19a	Intrim Zoo Gate A off Old Cox Road	SG	
19b	Interim Zoo Gate B off Old Cox Road with Access Road to Zoo Parkway	SG	
19c	Interim Zoo Gate C off Old Cox Road	SG	
20	Interim Zoo Gate off Zoo Parkway Connector Road/Spur	SG	
21	Compost Site Access Gate old Jones Property		
22	Amphitheater Gate Behind Africa Ranger Station	PG	
23	Africa Parking Lot 5 Connector Trail Gate	PG	Will be assigned by Rangers during event
24	NA Gravel Parking Lot/Solar Pointe Connector Trail	PG	Will be assigned by Rangers during event
25	NA Employee Parking Lot Gate to Bridge Access	PG	
26a	NA Plaza Employee Entrance Single Gate	PG	
26b	NA Plaza Employee Entrance Double Gates	PG	
27	NA Cart Barn Gate Behind Retail Shops	PG	NA Exterior Hort and/or NA Gift Staff
28a	Cypress Swamp Beaver Fence to Bridge Near Stedman Ed Bldg		
28b	Cypress Swamp Beaver Fence to Dam Single Gate		
28c	Cypress Swamp Beaver Fence to Dam Double Gate		
28d	Cypress Swamp Kiosk (Rear) Single Gate		
29	NA Sediment Pond Gate Near Gate 16	PG	

30	Purgatory Trail Gate at Black Bear	PG	
31a	Red Wolf Off Site Holding	PG	
31b	Red Wolf Off Site Perimeter	PG	
31c	Red Wolf Gate Off Site Exhibit Fence		
32	Africa Plains Exhibit Lower End		
33	Africa Plains Exhibit Lower End Perimeter	PG	
34	NA Ticket Gates	PG	NA Admissions Staff
35	Wildlife Rehab Center Gate	PG	
36	Boneyard off Panther Creek Road		
37	Africa Pump House off Panther Creek Road		
38	Kidzone Emergency Access Gate		
39	Africa Ticket Gates	PG	Africa Admissions Staff. Rangers during shoulder season when entry is closed to the public
40	Stedman Education Bldg Fire Dept Connection (FDC) Gate	PG	NA Exterior Hort a
41	African Plains Barns Complex	PG	Not needed for Escape Plan?
42	African Plains Barns Hay Dock	PG	Not needed for Escape Plan?
43	Rhino Annex	PG	Not needed for Escape Plan?

¹Corresponding Documentation:

- a. North Carolina Zoo Perimeter Fence and Gate Map May 2009
- b. NC Zoo Animal Escape Plan

²Legend: PG=Perimeter Gate; SG=Security Gate

Note - see Map of Important Gates During an Animal Escape (Appendix IV)

The following procedures and responsibilities are required to make certain all vital perimeter fence gates are secured by the assigned staff:

- Assigned personnel are to proceed to gate in a vehicle if possible
- Close the assigned gate; convert gate operation from automatic to manual if part of gate security SOP for that gate
- Notify Zoo Com or the Capture Coordinator when the gate is secure; give gate # or ID and name of who is manning it
- Stay at the gate (in a vehicle or nearby building) unless situation becomes too dangerous
- Stop any vehicles and personnel approaching the gate and do not let them pass unless they are a vital part of the emergency response. Seek authorization from Capture Coordinator if unsure.
- Notify the Capture Coordinator as soon as anyone is allowed through the gate (who and where they are going)
- Notify Zoo Com/CC if gate security staff assignment changes.

NOTE: Each Animal Management Supervisor is to discuss more specific information, provide training (e.g. on gate operations and over-ride) and discuss how to handle example scenarios on a regular basis (minimum 2x/year) with their staff if they are assigned some aspect of Gate Security.

NOTE: A protocol for manually operating Gate 16 is appended to this document (Appendix V).

RESPONSIBILITIES OF PARK RANGERS

The primary responsibility of the Park Rangers during an animal escape is crowd control. Rangers will not become directly involved in animal recapture unless assistance is requested by the Capture Coordinator or the safety of a visitor or zoo personnel is in jeopardy. Park Rangers have the responsibility for human safety during an animal escape. Park Rangers have the authority to assign any other zoo personnel to assist with crowd control, relocation of guests and contract labor, evacuating the park, traffic control and other necessary functions. Each Ranger is to be thoroughly familiar with all aspects of the Escaped Animal Recapture Procedure including chain of command, notification procedure, and general responsibilities inherent in their role as it relates to the safety of the general public and zoo employees.

The recapture operations are under the direct control of the Animal Section. Rangers Branch coordination and response will be per written Section and Branch protocols and information relayed to the Capture Coordinator.

Zoo Rangers have the authority to draft any zoo staff that do not already have vital assigned response duties and assign them to assist them in Ranger organized crowd control and traffic control.

1. COMMUNICATIONS:

- Zoo visitors and employees are to be informed that an escaped animal recapture is in progress and to move to or remain in a safe area.
- Do not provide specifics on the escape (e.g. species of animal)
- Keep transmissions to vital information and be aware radio volume to avoid the public hearing response details.

2. CROWD CONTROL:

- At least one Ranger mobile unit will report to the Capture Coordinator Rendezvous Point. If staffing allows, send two mobile Ranger units. These Rangers will consult with the Capture Coordinator to determine starting point from which to move visitors to safety and be able to better stay directly abreast of the location of escaped animals, Weapons Team members, etc. to safely organize crowd control.
- Take lead role in organizing the clearing all zoo visitors (and zoo personnel not directly involved in the recapture response) from the area where the escape occurred and/or the escaped animal was last reported.
- Move people **into secure buildings** or towards the nearest park exit or the continent where the escape is not in progress (whichever is easier or closer).
- Barricade areas needed to control crowd flow back into the response operations area
- Assign other zoo personnel to stand by these barricades and enforce their intent. Other employees may also be directed to assist with evacuation or in moving visitors to a safe distance.

3. TRAFFIC CONTROL:

- At the direction of the Incident Commander, the Senior Ranger on duty will coordinate traffic control as needed, using any available zoo staff not committed to specific vital response duties.

RESPONSIBILITIES OF CURATORS' OFFICE STAFF

OFFICE ASSISTANT IV & ZOO REGISTRAR

- 1) Monitor a hand held radio tuned to channel 1 to keep abreast of escape response details and keep this radio with you if/when you need to leave the Animal Curators' office.
- 2) Notify staff at Service Support by calling ext 7500 (Facilities/Maintenance) and 7453 (Design) and instructing them to notify all their staffs that a dangerous animal escape is in progress.
- 3) Advise Zoo School by calling 879-5474 and providing details in #6 below. Note - Zoo School does have a zoo radio but the school secretary doesn't always monitor that radio.
- 4) After completing #3 and #4 above, proceed as quickly as possible to visit every office suite in the Stedman Education Building to notify each Section that a dangerous animal escape emergency or drill is in progress. In each office suite notify the Section head if possible. If the Section head is not in, notify the most senior ranking staff member present. If no senior staff person is present notify any available person but be sure someone from that Section is notified if anyone is in the office.
- 5) Tell each office suite the type of animal that has escaped and roughly where in the park the escape has occurred. Advise them not to leave the building and to remain in a safe location. Advise them to notify everyone else in their office that an escape/drill is in progress.
- 6) Instruct the person being notified that **it is their responsibility to initiate a process to account for all their Section staff working in the park and to make sure these staff are all aware of the escape/drill and are in or moving to a safe location.** This will likely be done by internal phone chain or other method that does not involve using hand held radios or calling ZooCom. If this person cannot handle this task themselves they need to contact someone who can and make sure the responsibility is understood and the process is started.
- 7) Instruct the person being notified that if their Section becomes aware of any staff that can't be accounted for and might be at risk in the area the escaped animal was reported, report this back to **you** asap.
- 8) Try to gather as much of the feedback from item #6 above and then advise ZooCom or the Capture Coordinator of these situations as concisely and efficiently as possible. It is likely this will need to be done by radio. (Examples include: Education volunteers out in the park without a radio; contractors working on site without a radio; Horticulture staff that may be mowing and can't hear a radio; office suites where no staff were present to notify.) Get numbers of unaccounted staff and names if possible as well as last or suspected locations and report this information to the Capture Coordinator
- 9) Return to the Curators' office. Monitor the radio and man the office phone. Keep telephone lines clear and stand by so as to be available for emergency communication.
- 10) Ensure the Zoo Director and General Curator are notified if they are not in their offices. If either of them is off grounds, arrange for them to be called at home or on cell phone. Give species of escaped animal(s) and location and request that they proceed to the zoo and monitor a radio for specifics.
- 11) If members of the media call direct them immediately to the Marketing office and **do not** attempt to answer their questions or provide information regarding the escape/drill.

RESPONSIBILITIES FOR ALL ZOO PERSONNEL

- 1) If not an Animal Section or Veterinary Section employee, move to or stay in a safe location (see list of safest locations on zoo grounds listed below).
- 2) If you are a supervisor, manager or office staff for other than Animal Section, initiate a process to account for all staff that report to your Section. Horticulture office staff will notify the Greenhouses. Business Office staff will notify Warehouse staff, Stock Clerk II (G. Reynolds) and Cashier I (Eddie Saunders). Maintenance Office will notify Vehicle Shop. Account for Section staff without using radio channel 1 or calling ZooCom via land line. Report any staff not accounted for (especially those possibly in the vicinity of the escaped animal) to the Capture Coordinator via the Curators Office Assistant IV or Zoo Registrar. If this is not possible, report this information to ZooCom via radio channel 1.
- 3) Secure your work area and make ready in case you are needed for crowd control or zoo evacuation response. Listen for requests/instruction from the Incident Commander or Capture Coordinator
- 4) Instruct/assist any zoo visitors in your vicinity to also move to or stay in a safe location
- 5) **If you have access to a secure, enclosed vehicle and do not have other vital assigned response duties, report in the vehicle to the IC at the Incident Commander's Command Post as soon as possible and take assignment from the Incident Commander.**
- 6) Closely and continuously monitor radio traffic on Channel 1 to keep abreast of developments and additional instructions. Note - Horticulture and Maintenance staff may use channel 2 to account for their staff during an animal escape emergency but should be efficient and economical with their radio traffic when doing so.
- 7) Do not contact ZooCom via radio or land line unless it is to communicate vital information related to the animal escape response or some other serious emergency
- 8) Perform/assist with duties as assigned by responding Animal Section staff or Park Rangers
- 9) All zoo personnel are to respond during drills as in a real emergency and for the entire length of the drill.

NO ONE is to closely approach a dangerous animal unarmed or to allow a dangerous animal to approach them. All approaches by a dangerous animal must be treated as an attack, and personnel should retreat or take a defensive position if possible. No one can accurately predict an animal's behavior 100% of the time. Those animals thought to be tractable may prove to be the most dangerous when outside their normal environment. Always approach animals with caution. Use good judgment and take nothing for granted. Only those zoo personnel authorized by the Capture Coordinator or his/her designees will be directly involved with the recapture of an escaped animal. A well-intentioned but untrained employee who attempts to capture or intervene with an escaped animal could not only prevent a successful capture by animal experts, but could make the situation worse and risk personal injury or injury to the animal as well.

SAFEST LOCATIONS ON ZOO GROUNDS DURING AN ANIMAL ESCAPE:

- a. Enclosed area preferably with solid doors and depending on the animal limited glass. Examples include Streamside South and North and Sonora Desert exhibit in North America. Africa exhibits would include Aviary, African Pavilion
- b. Public bathrooms although they are limited in space and the doors do not lock. There is no way to ensure a visitor would not panic and run out the door. Locations include North America Plaza (exterior and inside plaza), Nathan's Famous Hotdogs, Prairie Outpost and Junction Plaza. Locations in Africa include lower level of Pavilion and Akiba Market behind the Safari Gift Shop.
- c. Retail outlets, although they are limited in space, but the doors can be locked and zoo/Society staff present. Locations include North America Plaza-Explorer's Store and Wolf Bay Traders; Junction Plaza-Kid's Junction and Africa locations include Safari Shop and Leopard Spot, Stedman Education Building
- d. Restaurants and snack bars can be used although the majority of locations have a lot of glass. The doors can be locked and Sodexo and possibly zoo staff present. North America locations include Wilderness Café and Nathan's Famous Hotdogs. Africa locations include Crocodile Café and Junction Plaza locations include Junction Springs Café (largest location) and Continental Crossings Pizza.

CROWD CONTROL

Other Zoo Personnel may be asked to assist Park Rangers and Animal Section staff in directing visitors to clear the Response Operations Area and/or the entire continent. Additionally visitors will need to be kept from entering an area which has been cleared. Zoo visitors should be escorted into safe buildings/areas or to an exit for evacuation as needed. Rangers may assign employees without specific recapture responsibilities to assist in directing people into the nearest secure building or area. Those employees assisting should direct people politely but firmly and insist that they remain where directed until the situation is brought under control. Vehicles can be used to block routes.

EVACUATION OF THE ZOO

In some cases it may be necessary to evacuate the Zoo, particularly if a dangerous animal has escaped and it is apparent that the animal is not under control or confined to a certain area of the zoo. The decision to evacuate the zoo will be made by the Incident Commander in consultation with the Capture Coordinator. This decision will be based on the risk to human life and the need to clear the public from the grounds to facilitate recapture or destruction of the animal. It may suffice to clear the immediate area of the recapture, or a specific continent of the zoo (Africa or North America), rather than evacuating the entire zoo.

If the decision is made to close the zoo (or part thereof), **the Incident Commander** will instruct **the Senior Ranger on duty** to close the parking lots to incoming visitors and instruct Admissions personnel to close the entrance gates. **The Senior Ranger on duty will assign available staff to monitor** the parking lots and entrances to assist with the orderly departure of visitors and vehicles and to prohibit entry of additional visitors. Any media crews that may come to the Zoo when it is being evacuated (or during any animal escape) must be directed to the Public Relations personnel and not be allowed into the Zoo without the specific approval of the Capture Coordinator.

If directed by the Senior Ranger on duty ZooCom will telephone the Randolph County Sheriff's Department and State Highway Patrol to inform them of the closure and ask for their assistance if traffic control problems are anticipated on public roadways.

The Senior Ranger on duty will mobilize available staff at the incident command post to assist rangers with the evacuation of visitors out of the park. The Senior Ranger on duty will instruct rangers to begin the evacuation after receiving confirmation that the rangers in the park are ready, and have sufficient assistance to carry it out.

The Visitor Services Officer or Duty Officer may, by telephone, direct the immediate closure of all rental and food facilities, and instruct Tram Operations to disembark passengers at the Tram Plazas (Africa and North America) only. Passengers awaiting transport will be informed of the ride's closure and the Park's status. Passengers awaiting transport at Tram Stops located throughout the park will be directed to safety or transported to a departure point, depending upon the circumstances.

All emergency vehicles entering the Zoo will be staged at the **Incident Commander's Command Post (typically Lot C in North America parking lot and Lot 5 in Africa parking lot)**, unless the animal's location or direction of travel precludes their entry at that location. In this way, emergency procedures can begin out of the flow of other traffic, while visitors are departing. Gates other than Africa and North America admissions will not be used for visitor exits unless absolutely necessary to ensure the public's safety.

ANIMAL ESCAPES AFTER HOURS

Animal escapes after operating hour's present unique situations for a recapture. Although there may not be vulnerable Zoo visitors on the grounds, there may be additional problems with visibility in low light, few trained staff on site to respond, etc if a dangerous animal has escaped its exhibit or holding area. There may also be visitors still on site from an after-hours event and associates safety issues.

The Ranger on duty who first observes an escaped animal is to immediately notify **Zoo Com** via two-way radio. **Zoo Com** will notify all other employees working on the Zoo grounds (**Environmental Services**, late Keepers, other Security staff, etc.) **via radio simulcast to tell them to switch to and monitor Channel 1.**

If at all possible keep the animal under observation, but keep a safe distance so that the observer is not at risk of attack or causing the animal to flee. **UNDER NO CIRCUMSTANCE SHOULD THE OBSERVER TRY TO CATCH THE ANIMAL.** If the animal moves away from its escaped area, follow it in a vehicle, but do not encroach on the animal's flight distance.

ZooCom will contact at least one of the Animal Curators or Animal Management Supervisors (AMS) via home or cell phone (see Senior Animal Section Staff contact list Appendix II and Animal Section Emergency Contact Sequence After Hours list Appendix III). The order of call should prioritize Mammal Curators or the General Curator first, other Animal Curators if first priority Curators aren't reached immediately and Animal Management Supervisors if no Curator can be reached. Once the first Curator or AMS is informed, they will be responsible for determining if other senior Animal Care personnel need to be contacted and initiate a phone tree to do so. This is to relieve this responsibility from ZooCom as ZooCom will likely have other vital responsibilities to perform. The responding Curator or AMS may need to convey other information to ZooCom before concluding the initial notification call. This might include one or more of the following:

1. Inform ZooCom of the anticipated behavior of the animal and any special precautions or short term actions to take to ensure employee safety. Provide information on how to prevent actions that would cause the animal to flee further from its current location.
2. Instruct ZooCom to call the veterinarian of the escape and inform the veterinarian who has been already contacted in the Animal Section.
3. Notify the Security Chief who will inform the Director and/or General Curator.
4. Prepare to meet the Capture Coordinator at a specified entrance of the Zoo and await further assignments.

If a dangerous animal escapes, Zoo Com must notify 911, the Chief Ranger, the Zoo Director and the Visitor Services Officer immediately after notifying an Animal Curator or Animal Management Supervisor

Once an Animal Curator or AMS has arrived at the Zoo and assumed the Capture Coordinator role, standard procedure for an animal escape will then be followed.

ANIMAL OFF ZOO GROUNDS

In cases where an escaped animal is off Zoo grounds (is beyond the limits of the perimeter fence) the Security Chief or other persons in charge will instruct Ranger Communications to notify the following agencies by calling 911 dispatch:

1. Randolph County Sheriff's Department
2. State Highway Patrol
3. North Carolina Wildlife Resources Commission
4. Forestry Service
5. Eastside Volunteer Fire Department

A Ranger mobile unit will be dispatched to the Emergency staging area (**Lot C in North America parking lot and Lot 5 in Africa parking lot**) to meet the responding agencies and provide radio contact and coordination between outside agencies and the recapture teams.

Note: In the future outside emergency agencies responding to zoo for animal escapes or other emergencies will be able to directly contact zoo personnel via their own radios through the equipment at ZooCom. We presently have the equipment to do this, but funding has not been provided to hook it up.

PROCEDURE UPDATES & REVISIONS

The responsibility to update and revise the Animal Escape Plan will rest with the Animal Section. As changes occur within individual departments relating to animal escape and recapture procedures, contact phone numbers of key staff or changes in personnel, it is the Section Head's responsibility to submit the change in writing to the General Curator. These changes will be immediately incorporated into controlled copy of the policy and distributed within 10 working days.

Annually, it shall be the responsibility of the General Curator to initiate a meeting with key Sections to review the animal escape plan for changes or additions.

The controlled copy of this policy is maintained by the Animal Section and is posted on the Animal Section pages of the zoo's InfoWeb. As revisions are made, all Section Heads and other key staff will be advised of the changes and existence of the new revision document so the changes can be disseminated to all staff.

APPENDIX I: LIST OF DANGEROUS ANIMALS

The principle criterion affecting whether firearms are immediately mustered and brought to the location of an animal escape is the level of threat posed to humans by the escaped animal. The following list of dangerous animals is divided into two levels of threat for the purposes of determining the level of firearms response. All animals listed below are considered potentially dangerous, however only the escape of animals on top list will activate the full weapons response.

Always bring firearms when the species listed below have escaped:

CATS:

- ** LIONS
- ** COUGARS
- ** TIGERS

URSIDS:

- ** POLAR BEARS
- ** GRIZZLY BEARS
- BLACK BEARS

PACHYDERMS:

- ** ELEPHANTS
- RHINOS

BOVIDS & CERVIDS

- ** MALE ELK
- FEMALE ELK
- BISON
- ALL LARGE ANTELOPE

GREAT APES & PRIMATES:

- ** CHIMPANZEES
- GORILLAS
- MALE BABOONS

OTHER MAMMALS:

- GIRAFFE
- ZEBRA

Note: All animals listed in **large type** with asterisks ** above are considered extremely dangerous and Weapons Team members should come prepared for immediate possible weapons use. Other species on this list are considered less likely to attack and recapture more possible.

Dangerous - but **Do Not** bring firearms

REPTILES:

- CROCODILIANS
- GILA MONSTER
- VENOMOUS SNAKES

BIRDS:

- OSTRICH
- CRANES
- STORKS

APPENDIX II: SENIOR ANIMAL SECTION STAFF

General Curator	Ken Reininger	336-625-9925 336-302-7678 (cell)
Curator of Mammals	Guy Lichty	336-672-1232 336-963-2336 (cell)
Curator of Mammals	Vacant	
Curator of Birds	Debbie Zombeck	625-1575 953-7843 (cell)
Curator Reptiles/Amphibians	John Groves	336-625-6456
Curator of Conservation & Research	Rich Bergl	336-574-8335 336-301-5641 (cell)

Animal Areas

Supervisor Africa Pavilion & Mammal Holding	Chris Goldston	336-824-4553 336-963-4520 (cell)
Supervisor Cat/Chimp/Patas Island & ZOG	Jennifer Ireland	336-626-2483 336-964-9121 (cell)
Supervisor Elephants	Dennis Cordier	336-202-6739 (cell)
Supervisor Aviary/Puffin Exh/Avian Prop Bldgs	Wendy Wadsworth	336-629-2159 336-302-1792 (cell)
Supervisor African Plains, Rhinos & North Woods Prairie (Bison, Elk, Bears, Wolves)	Chris Lasher	336-953-4720
Supervisor Rocky Coast Mammals & Cypress Swamp	Jeff Owen	336-873-7833 336-963-3250 (cell)
Supervisor Desert, Streamside, & Bee Hive	Laura Valadez	336-629-4482 336-687-8359 (cell)

Commissary

Supervisor Commissary	Carol Ricketts	336-626-0043
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Zoo Animal Records Registrar

Registrar	Karen Dunlap	336-953-4108
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APPENDIX III: ANIMAL SECTION AFTER HOURS EMERGENCY CONTACT LIST

(current 10/24/12)

In the event of an animal or animal facility emergency* before or after normal zoo operating hours, the following personnel should be contacted in the order listed for each habitat. If more than one facility is involved or the emergency is park-wide, call any Curator.

AFRICAN PAVILION

C. Goldston 824-4553/963-4520
J. Ireland 336-963-3851 (cell only)
mammal curator - vacant
J. Groves 625-6456
G. Lichty 672-1232/963-2336
K. Reininger 625-9925/302-7678

MAMMAL HOLDING

C. Goldston 824-4553/963-4520
J. Ireland 336-963-3851 (cell only)
mammal curator - vacant
J. Groves 625-6456

AVIARY

D. Zombeck 625-1575/953-7843
W. Wadsworth 629-2159/302-1792
K. Reininger 625-9925/302-7678

AVIAN PROP (NEW and OLD)

D. Zombeck 625-1575/953-7843
W. Wadsworth 629-2159/302-1792
K. Reininger 625-9925/302-7678

CYPRESS SWAMP

J. Owen 873-7833/963-3250
J. Groves 625-6456
K. Reininger 625-9925/302-7678

SONORAN DESERT/BEE HIVE

L. Valadez 629-4482/687-8359
J. Groves 625-6456
K. Reininger 625-9925/302-7678

COMMISSARY

C. Ricketts 626-0043
G. Lichty 672-1232/963-2336
Martin Kearns ???-????

CAT/CHIMP/PATAS IS/ZOG/RED RIVER HOG

J. Ireland 336-963-3851 (cell only)
mammal curator - vacant
C. Goldston 824-4553/963-4520
D. Cordier 336-202-6739
G. Lichty 672-1232/963-2336

ELEPHANT/RHINO/WATANI GRASSLANDS

D. Cordier 336-202-6739 (elephant only)
C. Lasher 953-4720 (rhino/hoofstock only)
G. Lichty 672-1232/963-2336
mammal curator - vacant
K. Reininger 625-9925/302-7678

ROCKY COAST

J. Owen 873-7833/963-3250 (mammals only)
J. Groves 625-6456 (mammals only)
mammal curator - vacant (mammals only)
D. Zombeck 625-1575/953-7843 (seabird only)
W. Wadsworth 629-2159/302-1792 (seabirds only)
Sarah McCrory 873-7960 (seabirds only)

GRIZZ/BLACK BEAR/WOLF/PRAIRIE

C. Lasher 953-4720
G. Lichty 672-1232/963-2336
K. Reininger 625-9925/302-7678

STREAMSIDE

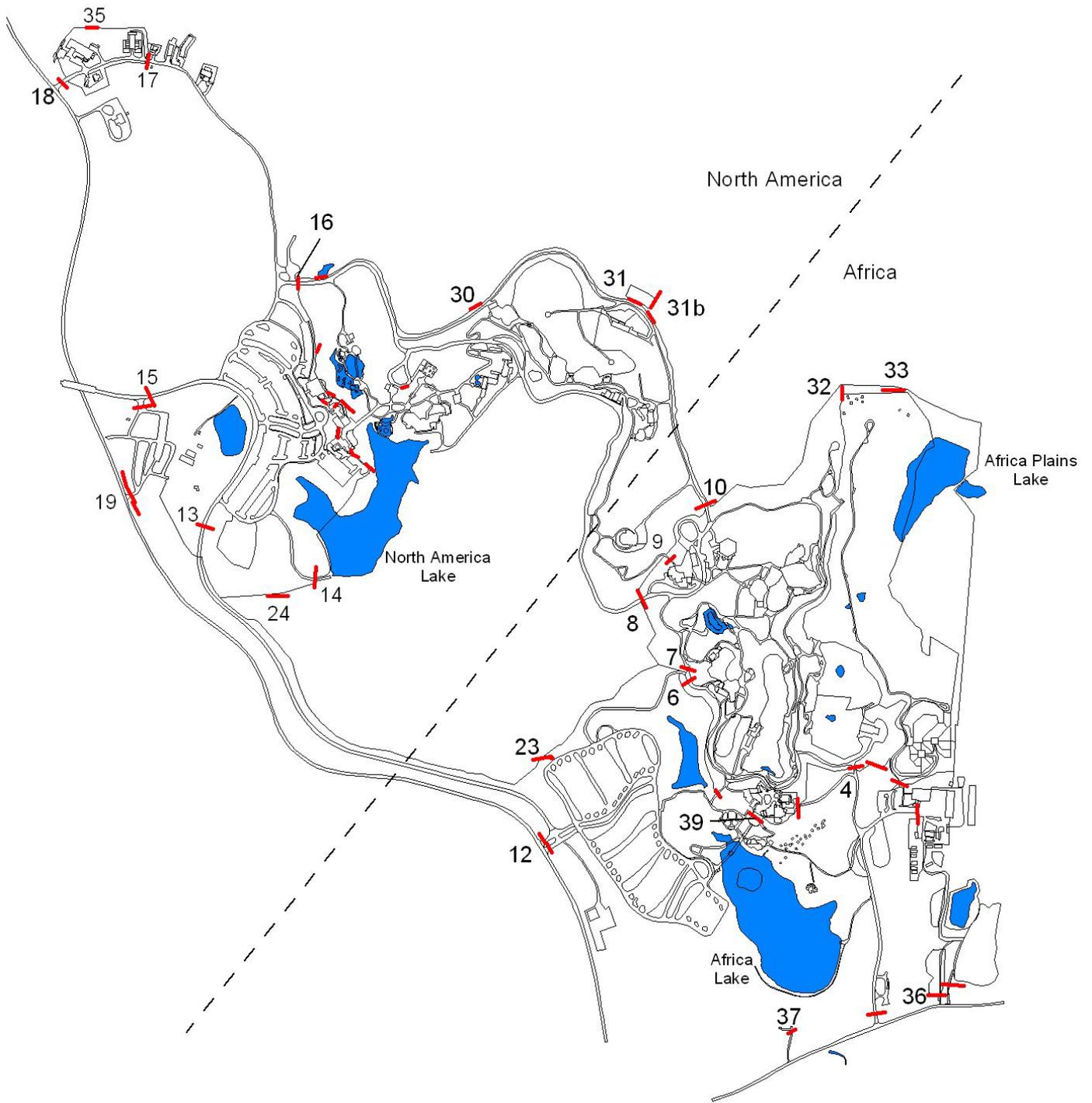
L. Valadez 629-4482/687-8359
J. Groves 625-6456
H. Smock 879-2637 (for power outages only)
M. Lewis 381-1696 (for power outages only)

kidZone

Hannah Decker 336-685-4949
Meredith Smildsin 336 267-4554
Jessica Hoffmire 336 301-2061
Steve Gerkin 304- 543-5191
J. Owen 873-7833/963-3250

***Animal and animal facility emergencies refer to problems involving potential animal escapes, injured collection animals, animal life support system failures (heating/air conditioning/chilling/filtration), power outages, fires, fire alarms, major water leaks, Commissary freezer/refrigerator failure, etc.**

APPENDIX IV: IMPORTANT GATES DURING ANIMAL ESCAPES



GATE 16 PROTOCOL DURING ESCAPES AND DRILLS

(Updated Sept 2012)

This gate no longer opens automatically on the parking lot side (outside). Now operated by a manual toggle switch. Procedure below maximizes how fast the gate recloses itself.

1. Reach through hole in right side of cover box and **turn power switch off.**
2. Remove A473 lock and one hand tightened bolt. Remove cover box
3. With Phillips head screwdriver, loosen (do not remove) 4 screws in corners of glass cover to electrical components and remove glass cover.
4. In upper left corner, find small blue square with white set screw in center marked "Timer". Using small flathead screwdriver, turn the set screw as far as it will go in the counterclockwise direction. Screwdrivers are kept below the motor
5. Turn power switch back on then push manual operation button on post by the road to reset the system.
6. Place orange traffic cones marking the sensor pad on both sides of the gate.
7. Monitor traffic safely from outside gate 16 by the manual switch.
8. Stop all traffic from entering through this gate. Allow only escape response team forward.

To reset to normal operation:

1. **Turn power off**
2. Return set screw as far as it will go clockwise (3:00 position).
3. Replace all covers.
4. Turn power switch back on and press manual operation button to again reset the system.

Manual operation (mechanical failure, power loss, etc.)

Facilities staff advises the best action is to remove the drive chain.

With adjustable wrench, removed the endmost (farthest from the box) nut and disable the chain. Lay it on the ground but move it so it won't be run over.

Gate can now be opened and closed manually.

Document Name: NORTH CAROLINA ZOOLOGICAL PARK Person in a Dangerous Animal Exhibit Emergency Response Procedure Document #: AS-5	Revision Number: 6 Revision Date: 1 April 2013
Prepared By: John D. Groves & Ken Reininger Approved: David M. Jones, Zoo Director Ken Reininger, General Curator Signature: _____ Date: _____ Signature: _____ Date: _____	Created August 2005 Effective Date: 12 June, 2009 Review Frequency: Every 2 years or as needed before Review dates: 30 June 2010; 7 Sept 2010; 15 June 2011; 28 June 2011; 1 April 2013 Next Review Due: June 2013 Page 1 of 14

Wording in red type represents changes in the most recent revision

1.0 Purpose:

- a) Outline procedures for staff response in the event a person enters an animal enclosure (exhibit or holding area) containing dangerous animals
- b) Identify appropriate associated policies and procedures that all zoo employees must have knowledge of to help them respond appropriately to this type of emergency.
- c) Identify outside agencies that will be mobilized to assist Zoo personnel in responding to this type of situation what their roles are in the response
- d) Outline authority and procedure for evacuating and closing the zoo during this type of emergency.

2.0 Associated Documents:

- NC Zoo Evacuation Plan
- NCZ Crisis Communication Plan
- NCZ Emergency Operations Policy
- NCZ Emergency Acton Plan

3.0 General Procedure:

- 3.0.1. In the event a person (zoo visitor, staff member, contractor, or other) is observed or reported to have entered a dangerous animal enclosure while the dangerous animal(s) are present, the following procedure will be followed. This includes situations when a staff member accidentally enters any dangerous animal enclosure with the dangerous animals present (via internal containment breach, staff miscommunication, shift door left open, etc). **Note: See Appendix I for list of dangerous animals for which this response applies.**
- 3.0.2. A full staff response will be activated, including by an Incident Commander, an Operations Chief/Rescue Coordinator, Weapons Team(s), Zoo Com, Rangers, and all zoo staff per details below.
- 3.0.3. The staff member who discovers or is first made aware of the situation must report it to ZooCom immediately. This is preferably done by radio but if without access to a radio, call Zoo Com via telephone extension 7542. If the staff member has difficulty breaking into ongoing radio traffic they are advised to begin by announcing "**Radio silence is needed for emergency transmission**".
- 3.0.4. The person reporting the incident must identify themselves, remain calm and speak in a clear voice.
- 3.0.5. The staff person reporting the incident should describe the incident including: the location/name of the exhibit or facility; the number and current condition of the victim(s). Also report if any animal has made contact with the victim and in what manner.

- 3.0.6. The person reporting the incident should remain on the radio or telephone if possible to provide as much information as possible to ZooCom.
- 3.0.7. It is possible ZooCom will become aware of the incident from 911 via a call from a visitor.
- 3.0.8. ZooCom will activate the emergency tone, then simulcast an announcement over radio channels 1, 2 and 6 that a person has been reported in an exhibit (name exhibit), that the Person in a Dangerous Animal Exhibit Response Procedure is in effect and that this is NOT a drill. ZooCom must announce all units must tune to channel 1 and cease all traffic unrelated to the response. See Appendix II for response tracking checklist to be used by Ranger manning Zoo Com.
- 3.0.9. An Animal Curator will identify him/herself as the Operations Chief/ Rescue Coordinator, immediately proceed to the incident site and take charge of the operations within and around the exhibit to distract, secure and/or dispatch the animal(s) and rescue the victim(s).
- 3.0.10. An Incident Commander (IC) will identify him/herself and proceed to the most appropriate command post location per the list below. The IC will begin to closely monitor and coordinate the internal and external responses.
- | | |
|---|---|
| <p><u>Command Post Locations for North America</u></p> <p>a) Parking Lot C (if full of cars go to below)</p> <p>b) Area next to Gate 16</p> | <p><u>Command Post Locations for Africa</u></p> <p>a) Parking Lot 5 (if full of cars go to below)</p> <p>b) Service Support</p> |
|---|---|
- 3.0.11. All Animal Section staff in the continent where the incident occurs will quickly secure their work areas and proceed to the incident site. The first to arrive will immediately assist with distracting and securing the animal(s) from the exhibit and rescuing the victim(s). Those not among the first to arrive must report to the first Ranger they encounter, verbally announce they are available for crowd control, then take direction from Rangers.
- 3.0.12. All other zoo staff in the continent where the incident occurs will immediately proceed to the incident site and report to the first Ranger encountered to assist with crowd control. Staff in the Ed Center at the time of an emergency must respond to incident sites in North America. Staff in Service Support and Greenhouse complexes at the time of an emergency must respond to incident sites in Africa.

3.1 **RESPONSIBILITIES OF THE INCIDENT COMMANDER**

- 3.1.1 Upon notification of a person in a dangerous animal enclosure, the most senior staff member on duty who is not in Animal Section will identify him/herself to ZooCom as the Incident Commander and will establish an Incident Command post per section 3.0.9 above. This is typically the Duty Officer on weekends. If an Animal Curator is the Duty Officer (happens only on winter weekends) the most senior Ranger may act as Incident Commander so the Curator can perform their role as Rescue Coordinator or weapons team member. In this circumstance, the Ranger acting as the Incident Commander should be relieved by the first member of Senior Staff to arrive at the zoo.
- 3.1.2 Incident Commander will be responsible for acting as liaison between the Operations Chief/Rescue Coordinator, the Senior Ranger on duty, ZooCom and all outside agencies and organizations.
- 3.1.3 The Incident Commander should quickly identify and mobilize one or more senior staff members to proceed to the command post and provide direct assistance to the IC. The IC should also mobilize another senior staff member to proceed to the incident site and assist with direct assessment and communication with the IC. On weekends when very limited senior and supervisory staff are on duty, zookeepers from the side of the park the incident is not occurring will be the largest pool of staff available to assist the IC or be assigned tasks.
- 3.1.4 The Incident Commander is to confirm with Zoo Com that the Zoo Director, Deputy Director, Visitor Services Officer and Marketing Officer have all been made aware of the incident and are responding. The IC may make some of these contacts to relieve Zoo Com of this duty but must inform Zoo Com.
- 3.1.5 Incident Commander will determine which (if any) parts of zoo operations should be suspended, for how long and whether the zoo is to be evacuated (all or in part) and issue those orders. The IC is to direct the needed resources to suspend operations and/or evacuate the zoo (i.e. mobilize Rangers, Admissions and Tram staff, other zoo staff, outside police units, East Side fire Department, etc).
- During any emergency of this type, both Admissions areas should initially automatically cease admitting guests and secure the gates unless or until authorized to resume operations by the IC. However the IC should confirm this has happened or direct it to happen.
 - During any emergency of this type in Africa, tram operations in Africa should initially automatically cease unless or until authorized to resume operations by the IC. However the IC should confirm this has happened or direct it to happen.
 - During any emergency of this type Ride, Retail or Sodexo staff will ensure Gate #9 is closed and secured to limit migration of zoo visitors into the side of the park where the incident occurs.

The section of the Zoo that is involved (Africa or North America continent) will typically be evacuated for purposes of crowd control, incident scene management and until any follow-up investigation activities are completed.

- 3.1.6 When all or part of the zoo is evacuated, Rangers must oversee this process to ensure it is orderly and complete. In most circumstances Rangers will not be able to begin this process until the situation at the incident scene is under some control. Therefore the IC should not issue an evacuation order without first confirming Ranger availability to manage this. When initiated, zoo visitors will be directed to move away from the area where the incident has occurred and towards zoo exits. Rangers will direct other Zoo employees, not already assigned, to assist with evacuation.
- 3.1.7 If the decision is made to close the zoo (or part thereof), Zoo Rangers (assisted by available zoo staff) will close the parking lots to incoming traffic and close and man the entrance gates. Rangers

(assisted by available zoo staff) will be assigned to staff the parking lots and entrances to assist with the orderly departure of visitors and vehicles and to prohibit entry of additional visitors. Any media crews that may come to the Zoo when it is being evacuated must be directed to Marketing Section personnel in the Zoo's Multi Purpose Room and not allowed into the park. ZooCom will contact the Randolph County Sheriff's Department and State Highway Patrol to inform them of the closure and ask for their assistance if traffic control problems are anticipated on public roadways.

- 3.1.8 The Visitor Services Officer or Duty Officer, with the authorization of the IC, may (by telephone) direct the immediate closure of all rental and food facilities, and instruct Transport Operations to disembark passengers at the Tram Plazas (Africa and North America) only. Passengers awaiting transport will be informed of the Park's closure status. Passengers awaiting transport at Tram Stops located throughout the park will be directed to safety or transported to a departure point, depending upon the circumstances.
- 3.1.9 All emergency vehicles entering the Zoo will be staged at the IC Command post (see list in 3.0.10 above). In this way, emergency procedures can begin out of the flow of other traffic, while visitors are departing. When possible a Ranger will meet incoming emergency vehicles and escort them to the command post. If a Ranger is not available the IC is to assign this duty to other qualified staff.
- 3.1.10 In the event emergency medical transport of a victim must happen via helicopter, the IC will identify a landing zone from the following options, listed in order of preference by Randolph County EMS:
 - o Africa parking lot #5
 - o Area near elephant statues at Zoo Pkwy entrance to the zoo
 - o Mega-generator parking lot
 - o Lakeside picnic area next to Africa Lake
- 3.1.11 Incident Commanders are to be thoroughly familiar with the NCZ Person in A Dangerous Animal Exhibit Emergency Response Procedure, NCZ Evacuation Plan, NCZ Crisis Communications Plan, NCZ Emergency Action Plan and other emergency operation policies.
- 3.1.12 At an appropriately strategic time, the Incident Commander must determine if there are family and/or friends of the victim(s) in the zoo and see to it their needs are met. It is recommended the IC delegate specific responsibility to a senior staff member to personally attend to these needs. If possible, these people should be taken to a quiet, private location, reassured we are doing everything in our power to handle the emergency and that the assigned zoo staff member will stay with them throughout to help meet their needs. The IC may also assign zoo staff to the hospital to monitor condition and needs.
- 3.1.13 The IC should be aware if serious human injury or mortality occurs as a result of the incident the site will become a crime scene under the jurisdiction of appropriate law enforcement agencies. Other agencies such as the state SBI and/or OSHA (through the NC Dept of Labor) will need to be contacted. By regulation, notification of the OSHA / NC Dept of Labor must occur within 8 hours of incidents **resulting in a mortality or an in-patient hospitalization**. Appropriate DENR and State PR staff will also need to be contacted.
- 3.1.14 The Incident Commander will determine when the emergency is over and advise ZooCom of this so an announcement to the entire zoo staff can be made via radio channels 1 and 2. At this time the IC will advise which (if any) normal zoo operations may resume.

4.1 RESPONSIBILITIES OF ZOO COM

- 4.1.1 Using the emergency tone and simulcast on radio channels 1, 2 and 6 - notify all zoo personnel (in plain language) that a person has been reported in a dangerous animal exhibit, the Person in a Dangerous Animal Exhibit Response Procedure is in effect and this is not a drill. Announce the animal exhibit location.
- 4.1.2 Repeat the emergency tone and the above announcement at least once initially and again every ~ 5 minutes for response status update.
- 4.1.3 Direct all zoo personnel to tune radios to Channel 1 and to maintain radio silence unless the message is directly related to the response procedure. Advise all units that all further communications directly related to the response will be on Channel 1 until further notice.
- 4.1.4 Remain in the office and have someone answer the telephone so ZooCom can monitor and respond to the requests of the Capture Coordinator and Incident Commander on the radio without interruption. ZooCom to maintain a minimum of 2 Ranger staff in ZooCom during an event
- 4.1.5 Start use of a standardized Zoo Com Response Tracking Checklist for Person in a Dangerous Animal Exhibit (see Appendix II below pages 7 & 8) to track and confirm that all response elements happen. All applicable blanks are to be filled out as quickly and accurately as possible.
- 4.1.6 Advise Admissions operations (one or both) to cease admitting guests, secure admissions gates and facilitate visitors exiting the park and advise zoo transportation operations to cease operations into the response operations area as directed by the Incident Commander.
- 4.1.7 Confirm all critical information by repeating it as acquired and as radio traffic allows. This includes:
- Rescue Coordinator has acknowledged and identified him/herself.
 - Incident Commander has acknowledged and identified him/herself
 - Incident Commander command post location
 - Admissions Gates closed
 - Zoo transportation operations ceased
 - All Animal Section staff in the continent where the incident occurs are to immediately report to the scene for assistance
 - 911 has been mobilized
 - Notify the Director and the Deputy Director (if not the IC), the Visitor Services Officer, the Marketing Officer and the Chief Ranger of the incident.
- If any of the critical information above is not provided within 3 - 5 minutes of the start of the incident, prompt the Incident Commander or Rescue Coordinator to provide it. Use checklist below.
- 4.1.8 Forward incoming calls to the public extension at ZooCom to the Stedman Education Center reception desk. If there are problems doing this simply unplug this extension until the emergency is over.
- 4.1.9 Notify/mobilize 911, Emergency Medical Services or other appropriate outside agencies (police, sheriff, state patrol, fire/rescue, etc) as warranted.

NOTE: In the event of a human injury related to an animal escape, ZooCom will be notified immediately (by the Capture Coordinator or other knowledgeable personnel) to alert EMT's and Emergency Rescue Teams. Whenever necessary, Animal Section weapons team personnel should accompany emergency medical units to the site of the injury.

4.2 RESPONSIBILITIES OF PARK RANGERS

- 4.2.1 Park Rangers, assisted by other zoo staff, will clear the area around the exhibit where the incident has occurred, establish a safety zone for the Animal Section staff to work in, and prohibit anyone not authorized to respond to the incident from entering this safety zone.
- 4.2.2 At least one Ranger is to stay at the exhibit if possible to assist Animal Section staff as needed.
- 4.2.3 When the Rescue Coordinator has given the all clear and the exhibit is safe to enter (all dangerous animals have been confined) the zoo Ranger staff or outside medical units will enter the exhibit to determine the condition of the victim.
- 4.2.4 Park Rangers will administer initial care to the victim(s) after the animal(s) have been secured if EMS units have not yet arrived on the scene. Rangers or outside medical units can attend to the victim only after the Animal Section staff has secured the animal(s) and has broadcast via radio that it is safe to enter the enclosure or when the victim has been removed from the exhibit.
- 4.2.5 If the victim is not viable the victim will be confirmed deceased by the Randolph County paramedics and the scene will be secured for investigation by the Randolph County Sheriff's Department (RCSD), State Highway Patrol (SHP) and/or the State Bureau of Investigation (SBI)
- 4.2.6 Park Rangers have the responsibility for human safety during an incident and have complete authority to enlist the help of other zoo staff, Society staff and zoo volunteers in assisting to close and staff gates, help with crowd control, help with evacuation or for whatever reason assistance is needed.
- 4.2.7 Rangers may need to switch to channel 2 to coordinate other vital activities but should advise ZooCom and the IC when doing so.
- 4.2.8 All Rangers are to be thoroughly familiar with all aspects of the NCZ person in a Dangerous Animal Exhibit Emergency Response Procedure, Zoo Evacuation Plan and NCZ emergency operation policies.

5.1 RESPONSIBILITIES OF THE OPERATIONS CHIEF (RESCUE COORDINATOR)

- 5.1.1 Upon notification of a person in a dangerous animal exhibit, the Rescue Coordinator will ensure that ZooCom has confirmed that a situation has occurred and has notified all units. An Animal Section Curator will identify him/herself as the Rescue Coordinator on the radio so that ZooCom knows whom to call and direct information.
- 5.1.2 The Rescue Coordinator will determine by radio the security status of all dangerous animals in the facility where the incident occurs and the safety status of all Animal Section Staff working in the area.
- 5.1.3 The Rescue Coordinator should get/give a brief status report to/from the Emergency Weapons Team members on the radio and confirm at least one weapons team member is responding to the scene.
- 5.1.4 The Rescue Coordinator should get/give a brief status report to/from the responding Veterinarian on the radio and confirm that vet staff is responding to the scene.
- 5.1.5 The Rescue Coordinator should proceed to the facility where incident occurs and direct the rescue effort. He/she should designate and announce a rendezvous point and meet there with Rangers, members of the Weapons Team, veterinary staff and other responding staff to make a plan of action.
- 5.1.6 Rescue Coordinator needs to keep in contact with ZooCom throughout rescue efforts to update animal position and condition as they relate to public safety concerns so rangers can provide coordinated and effective public safety responses.

- 5.1.7 Rescue Coordinator directs and authorizes Emergency Weapons Teams location and discharge of firearms. Keepers on the scene can advise the rescue coordinator where weapons will be immediately required in response to an immediate or perceived threat. However, the Rescue Coordinator needs to be the one to coordinate the Weapons Team actions.
- 5.1.8 After the animal has been safely secured, the Rescue Coordinator should advise the Incident Commander and ZooCom that the animal is secured and whether they feel normal (or restrictive) Zoo and public operations could resume.
- 5.1.9 After the animal has been safely secured, Rescue Coordinator reviews and investigates the incident to determine immediate needs to prevent this type of emergency to occur and short term exhibit management changes that may be determined to prevent another incident of this nature where needed.
- 5.1.10 Shortly afterward, a written report issued by the Rescue Coordinator on the escape and recapture must be generated. It should review the reasons for the incident, review the relative success or problems of the emergency procedures, and determine how to prevent this type of incident from occurring, and improve the emergency procedures for the next time. This report, detailing this information will be distributed to the Director, Deputy Director, General Curator, appropriate Curatorial staff, Veterinarian staff, Public Relations Office Visitor Services Officer and Chief Ranger

6.1 RESPONSIBILITIES OF WEAPONS TEAM MEMBERS

- 6.1.1 Weapons Team(s) must be deployed immediately if the victim is in a dangerous animal exhibit (Lion, Cougar, Tiger, Polar Bear, Grizzly Bear, Elephant, Elk, Chimpanzee).
- 6.1.2 Responding Weapons Team members will minimally take one shotgun to the scene of the incident. The shotgun is the likely weapon of choice due to the short range of fire needed shooting into an exhibit and the reduced potential for slug rounds fired to ricochet or penetrate exhibit rockwork. However a .375 rifle should also be taken to the scene if a person is in an exhibit containing Elephants, Rhinos or Bison/Elk, due to the large size of these animals and their exhibits. Weapons Team members should bring both types of weapons whenever possible to cover multiple or changing circumstances. If both weapons can be brought to the scene the .375 should be kept in a secure place unless/until needed. If multiple Weapons Team members are available, two shotguns and .375 rifles should be brought to the scene, as having two Weapons Teams is desirable whenever possible (on weekends and holidays this is usually not possible). One shotgun and one rifle are kept in each of the six gun cabinets distributed around the zoo site.
- 6.1.3 “Shooter(s)” are to position themselves in such a manner that the line of sight is clear, danger to the public or other personnel is minimal and chances for a stray bullet or ricochet are minimized. “Shooter(s)” are to use their own discretion to fire and do not have to wait for the instruction of the Rescue Coordinator. Shooter(s) are to “shoot to kill” and not to just wound the animal. Care is to be taken to shoot the animal without harming the person in the exhibit; Shooters can use the shotgun to distract the animal(s) by discharging rounds into the dirt near the animal(s).
- 6.1.4 After the animal has been secured into holding, immobilized or killed the weapons team is to enter the exhibit with 2 shotguns to determine if it is safe for EMT’s or a medical unit to enter the exhibit to attend to the victim. **NO ONE ELSE IS TO ENTER THE EXHIBIT UNTIL THE RESCUE COORDINATOR AND WEAPONS TEAM HAVE DETERMINED THAT IT IS SAFE FOR THE VETERINARIANS, ASSIGNED STAFF OR MEDICAL UNITS TO ENTER THE EXHIBIT.**

71. RESPONSIBILITIES OF ANIMAL SECTION STAFF

ZOOKEEPERS

- 7.1.1 The first Animal Section staff members that arrive at the incident scene will confirm to ZooCom if someone is in the exhibit and the condition of the victim. They must also advise on the status of the animal(s). Provide the following information: a) species; b) number of animals in exhibit, and number of animals in holding if any; c) behavior of animal(s); d) proximity of animal to the victim and if the animal(s) have made contact with the victim.
- 7.1.2 Zookeepers assigned to the exhibit where the incident has occurred will immediately attempt to secure the animal(s) in an off-exhibit holding area and/or attempt to distract the animal(s) from the victim.
- 7.1.3 All Zookeeper staff must quickly secure their animal areas. Zookeepers in the continent where the incident occurs are to respond to the scene immediately to help with animal distraction and/or crowd control. Zookeepers in the continent where the incident is not occurring should make ready to immediately respond for crowd control duties if/when called for by the Incident Commander or Rescue Coordinator.
- 7.1.4 While responding, all zookeepers should monitor their radios (channel 1) for any more specific instruction(s) or additional information pertaining to the incident. Do not use radios unless important information about the incident needs to be broadcast or if other visitor/staff safety problems occur.
- 7.1.5 Anticipate assisting Rangers with crowd control and/or evacuating visitors when arriving at the scene.
- 7.1.6 Do not drive to or park near or behind the facility where the incident is occurring.
- 7.1.7 Take instruction from the following in order of priority:
- * Incident Commander
 - * Rescue Coordinator
 - * Rangers

CURATORS OFFICE STAFF

- 7.1.8 Notify the **Director, Deputy Director** and office staff of Sections in the Stedman Education center and in the Service Support complex that an incident/drill is in progress per the guidelines in Appendix III

8.1 RESPONSIBILITIES OF MARKETING / PR STAFF

- 8.1.1 The Marketing/PR Section will implement the zoo's Crisis Communications Plan. It will set up a media staging area in the Multi-purpose Room at the education building. All media requests are to be directed to Marketing. No zoo employees are to talk with the press during or after an incident except as coordinated by Marketing Section staff.
- 8.1.2 No media person(s) are to be allowed into the zoo during this emergency. All media personnel are to be directed to the Multi-purpose room.
- 8.1.3 **The Marketing Director or senior most Marketing staff person reached by Zoo Com will mobilize other Marketing staff to assist with handling media in the staging area.**

9.1 RESPONSIBILITIES OF ALL OTHER ZOO EMPLOYEES

- 9.1.1 **All** zoo employees in the continent where the incident occurs at the time of the incident will proceed toward the incident location and report to the first Ranger they encounter. They will announce to the Ranger they are reporting to assist with crowd control and take direction from Rangers. Staff at the Ed Center at the time of the emergency must respond to incidents in North America. Staff in the Service Support and Greenhouse complex at the time of an emergency must respond to incidents in Africa.
- 9.1.2 All zoo employees not in the continent where the incident occurs at the time of the incident will make ready to respond to requests from the IC, Rescue Coordinator or Rangers for additional assistance.
- 9.1.3 All zoo employees are to monitor their radios (channel 1) for any instructions from the Rescue Coordinator, Incident Commander and/or Rangers if they are needed to assist with the emergency. Otherwise, they are to stay off of the radio until the emergency has been announced to be over and ZooCom gives the all clear to resume normal radio uses.
- 9.1.4 Do not drive to or park near or behind the incident scene.
- 9.1.5 Any senior member of staff not on duty at the time of the incident but responding to assist must contact the IC when they arrive on site to confirm their arrival and be assigned duties.

10.1 RESPONSIBILITIES OF OUTSIDE AGENCIES

- 10.1.1 Randolph County Sheriff's Department, N.C. Highway Patrol, East Side Fire Department and Ulah Fire Department may be responsible for directing traffic and traffic control in the event of a park evacuation. These agencies may also be asked to assist in crowd control at the zoo's entrance gates.
- 10.1.2 Randolph County Emergency Services will assume care for the victim(s) once they arrive on site.
- 10.1.3 Randolph County Sheriff's Department, N.C. Highway Patrol and/or The State Bureau of Investigation will be responsible for any investigation of the incident if a victim dies.
- 10.1.4 Outside agencies may be able to help provide assistance to victim's family members and friends.

11.1 Guidelines for All Staff Regarding Communications with Representatives of the Media

- 11.1.1 No zoo employee is to discuss any details of the event with the press during or after an incident except as coordinated and directed by senior Marketing Section staff.

12.1 Drills

- 12.1.1 Drills for this procedure will be conducted at a minimum of once per year.

APPENDIX I: LIST OF DANGEROUS ANIMALS

The following list of dangerous animals is divided into two levels of threat for the purposes of estimating the danger should a human/animal incident occur. All animals listed below are considered potentially dangerous, however open air exhibits for Lions, Polar Bears, Grizzly Bears Elephants and Rhinos would be most likely places a member of the public could fall or gain forced entrance into the enclosure.

Always bring firearms when the species listed below are involved in the incident:

CATS:

- ** LIONS
- ** COUGARS
- ** TIGERS

URSIDS:

- ** POLAR BEARS
- ** GRIZZLY BEARS
- BLACK BEARS

PACHYDERMS:

- ** ELEPHANTS
- RHINOS

BOVIDS & CERVIDS

- ** MALE ELK
- FEMALE ELK
- BISON
- ALL LARGE ANTELOPE

GREAT APES & PRIMATES:

- ** CHIMPANZEES
- GORILLAS
- MALE BABOONS

OTHER MAMMALS:

- GIRAFFE
- ZEBRA

Note: All animals listed in **large type** with asterisks ** above are considered extremely dangerous and Weapons Team members should come prepared for immediate possible weapons use. Other species on this list are considered less likely to attack and efforts to distract and/or shift the animals into secure holding may be more possible.

APPENDIX II - Zoo Com Response Tracking Checklist for Person in a Dangerous Animal Exhibit

- 1) **Activate the emergency notification tone, then simulcast an announcement over radio channels 1,2 and 6 that a Person in a Dangerous Animal Enclosure incident is in progress. This is not a drill.**
- 2) Repeat #1
- 3) Announce exhibit or enclosure name _____
- 4) Repeat #3
- 5) Direct all staff in the continent where the incident occurs (Africa ___ or North America ___) to proceed immediately to the incident location to assist with crowd control.
- 6) Direct all staff to monitor channel 1 for instructions but maintain radio silence unless traffic is related to the incident
- 7) Have Rescue Coordinator identify him/herself: _____
- 8) Have Incident Commander identify him/herself: _____
- 9) Have Incident Commander identify command post location to be used: _____
- 10) **Have the Ranger serving as Zoo Com backup report to Zoo Com**
- 11) **Have the Senior Ranger on duty report to the Incident Commander's command post.**
- 12) Direct Rangers to assist with **crowd control at the incident location (remove - rescue and manage crowd control in and around the scene)**
- 13) Initiate through 911 outside emergency response agencies _____
This may include request for law enforcement assistance at the media staging area
- 14) Notify the Zoo Director **and** Deputy Director of an incident in progress unless they are serving as the Incident Commander (on weekdays this is handled by Animal Curators office staff) _____
- 15) **Notify Visitor Services Officer, Marketing Officer and Chief Ranger of an incident in progress.**

- 16) Facilitate information transfer between Incident Commander, Rescue Coordinator, staff at the scene, outside emergency agencies and all zoo staff
 - a. Confirm that ticket sales have been suspended and entry gates (Africa and NA) have been closed and locked. _____
 - b. **If the incident is in Africa** confirm that Transport operations (bus and tram service) has been suspended/stopped in Africa. _____
 - c. Confirm that Gate 9 (Junction Plaza) has been closed and locked by either Ride, Retail or Sodexo staff _____
- 17) Give incident status update ~ every 3 minutes
- 18) ZooCom/Ranger notification to IC when switching to Channel 2 for radio communications (record each notification; may be multiple times this is required) _____

APPENDIX III - Responsibilities of Curators' Office Assistant IV and/or Zoo Registrar to a Person in a Dangerous Animal Exhibit Emergency

- 1) Monitor a hand held radio tuned to channel 1 to keep abreast of incident response details and keep this radio with you if/when you need to leave the Animal Curators' office
- 2) Ensure the Zoo Director, Deputy Director and General Curator are notified that an incident is in progress. If any of them is off grounds, arrange for them to be called at home or on cell phone immediately. Give name of exhibit where incident is occurring.
- 3) Ensure the Marketing Section is aware of the incident and is mobilizing to set up a media staging area and implementing the zoo's Crisis Communication Plan
- 4) Proceed as quickly as possible to visit every office suite in the Stedman Education Building to notify each Section that a Person in a Dangerous Animal Exhibit emergency incident or drill is in progress. In each office suite notify the Section head if possible. If the Section head is not in, notify the most senior ranking staff member present. If no senior staff person is present notify any available person but be sure someone from that Section is notified if anyone is in the office.
- 5) Tell each office suite the location of the incident. Advise that all paid zoo staff in the continent where the incident is occurring is to proceed to the incident site immediately and report to a Ranger to assist with crowd control.
- 6) Return to the Curators' office. Monitor the radio and man the office phone. Keep telephone lines clear and stand by so as to be available for emergency communication
- 7) If members of the media call direct them immediately to the Marketing office and **do not** attempt to answer their questions or provide information regarding the incident/drill.

KTR / 18 Dec 08
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 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-top: 10px;">NC Zoo Animal Section</div>	Document Name: Weapons Team Management Policies and Procedures	Revision Number: 1 Revision Date: 23 July, 2012
	Document Number: AS - 2	
	Prepared By: Ken Reininger, General Curator Approved By: Signature: _____ Date: _____	Created Date: 24 Jan, 2011 Effective Date: 24 Jan, 2011 Reviewed Date: Review Frequency: every 2 years Next Review Due: January, 2014 Page 1 of 11

1.0 Purpose: The North Carolina Zoo's Animal Care Section maintains a weapons team as part of its preparedness plan for dealing with potential dangerous animal escapes or humans entering enclosures with dangerous animals. This document details eligibility requirements for serving on this weapons team, safety and marksmanship training and qualification standards necessary to be active on the team, range leader responsibilities and reporting, weapons storage and cleaning guidelines and weapons use and safety tips. This document is a consolidation of several pre-existing documents or parts thereof (e.g. previous versions of the Animal Escape Plan)

2.0 Associated Equipment: 6 Winchester model 1300 12 gauge shotguns with barrel for 2 3/4" or 3" shells and rifle sights - magazines hold 5 shells; 1 Remington model 870 12 gauge shotgun with barrel for 2 3/4" or shorter shells and rifle sight - magazine holds 4 shells; 6 Winchester model 70 .375 H&H mag rifles, 1 with a peep sight, one with a scope and 4 with rifle sights; 2 Enfield .303 rifles (used only for target practice); 1 Sears & Roebuck model 2200 semi-automatic .22 caliber rifle (used only for target practice); **1 xx model xx .223 rifle with scope (used only for dispatch of native predators if required)** spare ammo sleeves on all shotguns holding 5 rounds each; spare ammo sleeves on all .375 rifles holding 9 rounds each; soft cloth cases for all Winchester shoguns and rifles; 6 Homak #3000 home security lockable gun cabinets; machine type keys for gun cabinets; multiple sets ear protection and eye protection of various styles; spare ammunition for all weapons; gun cleaning equipment and supplies; storage/carrying cases, one each for spare ammo and cleaning supplies; NRA official 50 yard slow fire pistol targets (24" x 21"); Swift model 700T 12-36 x 50 mm zoom spotting scope; scope on one Remington rifle; orange safety vests to be worn by Weapons Team members whenever they are mustered by a Capture Coordinator or Rescue Coordinator for an actual event or a drill; broom handles stored in gun cabinets to be used instead of actual weapons during drills

3.0 Associated Documentation: NCZ Escaped Animal Recapture Procedure; Today's Hunter guide to hunting responsibly and safely; Weapons Use Training by F Rutledge 17 Nov, 2010 - meeting minutes; NRA Gun Safety Rule (see Appendix I); The Perfect Shot mini edition for Africa by Kevin Robertson (Safari Press 2003)

4.0 Trainers: General Curator, Weapons Team Manager Curator, Range Leader Curators

5.0 Evaluator: General Curator

6.0 SOP Located: Animal Care Section office and on NCZ Intranet

7.0 Consequences & Benefits: While safe operating procedures are in place to insure animal enclosures are secure from escapes, the possibility of accidents and/or the unforeseen ability of animals to breach enclosure barriers can never be ruled out completely. Should an escape of a dangerous animal occur and result in imminent danger to any human, zoo staff should be prepared to dispatch those animals before they can do harm. To that end, a team of experienced Animal Section staff should be trained in the safe and accurate use of

suitable weapons, regularly meet marksmanship standards and practice related skills so they are prepared to effectively respond in this type of emergency.

8.0 Policies and Procedures:

8.1 Weapons Team Membership Eligibility Requirements: All Animal Section Curators and Animal Management Supervisors are expected to serve on the NCZ Weapons Team as a condition of employment. However, before they can be certified for membership on the Weapons Team all candidates must:

- a) Successfully complete a gun safety course, preferably conducted by a consultant from a local law enforcement department (currently Randolph County Sheriff's Dept). Other qualified weapons use instructors (e.g. one with NRA instructor's certification) may be considered. Only instructors approved by the General Curator will meet this requirement.
- b) Participate in a minimum of six range practice sessions (prior experience can be counted for some but not all practice sessions)
- c) Qualify at least once on rifle and shotgun per accuracy qualification criteria stated below
- d) Have good familiarity with NCZ site (must be on staff at the zoo for at least 3 months)
- e) Be comfortable with handling and using weapons and have personal confidence in her/his ability
- f) Have confidence of the General Curator that candidate can handle weapons in an emergency situation
- g) Be in good physical health with no medical restrictions pertaining to safe use of weapons (e.g. restricted use of hands, arms, legs or feet, vision deficits, etc.). Team members who have medical conditions preventing them from safely and accurately using weapons will report these conditions to the General Curator immediately. If team members must be excused from service for a period of time the General Curator will notify all other team members. The General Curator will determine when the excused team member is restored to active duty on the team.
- h) Participate in one range practice session per month for six months after successful qualification (prior experience can be counted for some but not all sessions)

8.2 Gun Safety Policy: All NCZ Weapons Team members must always follow the following safety rules (also see Appendix I)

1. ALWAYS keep the muzzle pointed in a safe direction (e.g. down range, towards the ground, at a backstop or skyward), and never at anything you don't intend to shoot
2. Do not load a weapon until ready to use it and given the authorization by the Ranger Leader
3. Always use the correct ammunition for your weapon
4. Always assume any weapon is loaded unless/until you personally verify otherwise
5. Keep the safety on and your finger off the trigger until you have sight alignment on the target and intend to shoot
6. Always know your target and what is beyond
7. Always ground weapons with breach open when not in use
8. Always wear appropriate hearing and eye protection when discharging a weapon and always wear appropriate ear protection when at the range during firing
9. Never go down range until the all clear is given by the Range Leader
10. Never use alcohol or drugs while at the range or consume them shortly before coming to the range
11. Always wear an orange safety vest when responding to an actual emergency or a drill

8.3 Marksmanship Qualification Procedure and Requirements:

- a) All team members are required to know and follow all gun safety rules established in the Range Safety Orientation at all times (see section 8.2 above)
- b) All team members must make a good faith effort to qualify with both the .375 rifle and the 12 gauge shotgun twice per year (once during the first half of the calendar year (Jan-June) and once in the latter half of the year (July – Dec). Team members who fail to qualify in any six month period must qualify twice during the next six month period.

- c) After qualifying on both weapons, all team members are to attend at least one additional range practice session in each six month qualifying period.
- d) A schedule of weapons practice dates and weapons rotation to be used at the range will be issued by the General Curator or his/her designee at the beginning of each calendar year. All team members are required to attend each qualifying session they are scheduled to attend unless arrangements are made prior to the date scheduled and approved by the General Curator/designee, or if already qualified for that half year as in d below. If an absence is approved in advance, the team member not able to attend should try to find someone else on the team to trade qualifying sessions. If a team member has an unexpected absence (e.g. sick for the day they are scheduled), they must make up their scheduled date at the next available scheduled session. Firearm practice/qualification sessions may be canceled/postponed by the General Curator or his/her designee due to weather conditions or unavailability of a Range Leader.
- e) When a team member has successfully qualified with both firearms during each half of the year, that team member is not required to attend additional qualification sessions for that half of year. However, it is strongly recommended that any team member who has difficulty in qualifying attend additional practice sessions to improve their handling of firearms and or marksmanship. Additional practice sessions may be required by the General Curator from his observations or from observations made in the practice/qualification session report for any team member that is demonstrating difficulty with their handling of firearms or marksmanship.
- f) Qualification with .375 caliber rifle:
- Target description: NRA 25 yard Rapid Fire Pistol Target size 21" x 24
 - Distance: fire at 100 yards from target
 - Starting Conditions: rifle is grounded (e.g. in a gun rack, on shooting bench or slung over shoulder), with the safety on, with 3 rounds in the magazine and none in the firing chamber. Shooter is given a "go!" signal by the Range Leader, then retrieves the rifle, proceeds to a firing position, chambers rounds, aims and fire three rounds.
 - Time: Discharge all three rounds within 60 seconds
 - Accuracy required: 3 of 3 rounds must land within the scoring rings on the target.
 - Note: Weapons Team members are not allowed any untimed practice shots with the rifle before attempting timed qualification. Only one timed qualification attempt is allowed at each range session. **Exceptions will be made if the failure to qualify is due to weapon malfunction (jamming, out of aligned sites or other circumstances beyond control of the team members).**
- g) Qualification with 12 gauge shotgun:
- Target description: NRA 25 yard Rapid Fire Pistol Target size 21" x 24"
 - Distance: fire at 25 yards from target
 - Starting Conditions: shotgun is grounded (e.g. on the ground or slung over shoulder), with the safety on, with 5 rounds in the magazine and none in the firing chamber. (For the one shotgun that will hold only 4 rounds in the magazine, the 5th will be loaded into the firing chamber.) Shooter is given a "Go" signal by the Range Leader, then retrieves the shotgun, proceeds to a firing position, chamber rounds, aim and fires 5 rounds.
 - Time: Discharge all 5 rounds within 60 seconds
 - Accuracy required: 3 of 5 rounds fired must land within the scoring rings on the target
 - Note: No untimed practice shots are allowed before attempting timed qualification with the shotgun. Only one timed qualification attempt is allowed at each range session.
- h) Team members who have repeated difficulty meeting qualification requirements, especially if they are unable to meet qualification requirements for one or more consecutive six month periods, may be required by the General Curator to take additional training and instruction. (see also Appendix V)

8.4 Range Leader Responsibilities and Reporting:

The General Curator will appoint one or more experienced weapons team members to serve as Range Leaders. Range Leaders will have at the very least demonstrated knowledge, skills and abilities with weapons safety

rules, weapons handling and care, and basic marksmanship advice. At least one Range Leader will attend and lead each qualification session. Range Leader duties include:

- Inspecting ammunition and range equipment box before going to the range to make certain there are adequate supplies (ammunition, targets, staple gun, staples, masking tape, etc). Bring a minimum of 3 rounds of .375 and 5 shotgun slug rounds per person. Usually bring more for extra practice rounds.
- Checking box to ensure there is adequate equipment (ear, eye and shoulder protection) that is safe and useable at gun range. Report any equipment that needs to be replaced to Weapons Team Program Leader so that it can be replaced.
- Identifying which weapons will be used for practice/qualification that day and organize having them mustered and brought to the Curators' Office prior to departure for the range. See weapons rotation schedule spreadsheet to determine which weapons are to be used on the range date.
- Confirming all firearms to be transported are completely unloaded before placing them in a vehicle for transport to the range
- Checking all weapons to be used that day for any obstruction in the barrel and any maintenance issues that would impact safety or accuracy when used.
- At the range, making certain firearms are grounded in a gun rack, with bolt and magazine opened to display the firearms are safe with no ammunition in the magazine, at all times unless except when in use.
- Reviewing firearm safety practices with members of the weapons team present during the session (see Gun Club safety rules in folder).
 - a) Always keep muzzle pointed in a safe direction
 - b) Keep action open and firearm unloaded until ready to use. Do not load until in a position and ready to fire.
 - c) Once loaded keep muzzle pointed at a backstop
 - d) Keep finger off trigger and outside the trigger guard until in position and ready to shoot or until given the command "commence firing" has been given
 - e) Know how your firearm operates
 - f) Be sure the firearm and ammunition are compatible
 - g) Be sure of target and what is beyond the target
 - h) Always wear eye and ear protection
 - i) Never walk down range until all weapons have been grounded and the all clear given by the session leader
 - j) Never use or have alcoholic beverages anywhere on the range or come to the range after having consumed alcohol
- Making certain that no firearms are handled while targets are being installed and no one is down range of the shooting area.
- Sighting in the rifle to be used for qualification at the beginning of each session or delegate this to a known good marksman. Take three or more untimed shots to demonstrate the weapon is shooting accurately. Do not attempt to adjust sights if the weapon appears to be out of alignment. This should always be done by the gunsmith. Take additional shots if needed to determine if the first series of shots were highly inaccurate due to shooter error. Participants should agree that they are comfortable with accuracy of the firearm they will use for their qualifications before attempting to qualify with it.
- Issuing proper number and type of ammunition for the firearm to be used for qualification to each qualifier just before the qualification attempt.
- Closely observing handling and loading of firearms by each weapons team member to evaluate and ensure proper and safe handling and loading.
- Closely observing shooting technique of each participant (e.g. is the firearm being held properly, is the participant comfortable and safe when handling the firearm, do they jerk the trigger or gently squeeze it when shooting). Give feedback as necessary after qualification attempt is completed.
- Timing each qualification session with stopwatch and record time for session

- Recording placement position of each shot on record form (see Appendix II). All three rifle shots must be in the scoring range within 60 seconds to qualify. At least 3 of 5 shotgun shots must be in the scoring range within 60 seconds to qualify.
- At the end of each session making certain that all equipment is boxed up, guns are placed completely unloaded in gun sleeves and all equipment is put into truck for transportation to zoo.
- Ensuring cleaning of the firearms used during the session happens at the range or immediately after return to zoo site. This is usually delegated to session participants. If cleaning is done after returning to the zoo it must be done in an outdoor area where cleaning solvent fumes do not impact others.
- Noting any known or suspected problems with the weapons (e.g. jamming, significantly inaccurate sighting, etc) discovered during use. Report this info to the General Curator or his/her designee.
- Completing a session report memo if any unusual problems or difficulties occur at the range (e.g. significant weapons maintenance issues, weapons sighting issues, safety incidents, significant marksmanship difficulties, etc) and filing it with the General Curator.
- Filing completed NCZ Weapons Team Qualification Documentation Form (see Appendix II) hard copies in the file cabinet in the Zoo Registrar's office (top drawer of dark brown 4 drawer cabinet labeled "Animal" as of 12/08) and reporting successful qualification results verbally to the Curators' Office Assistant IV, who will then add them to the electronic qualification tracking database.

8.5 Weapons Storage, Maintenance Checks and Cleaning Guidelines:

- All weapons will be stored inside locked gun cabinets at the six designated cabinet locations (outside AMS office in Rhino Barn, Cat/Chimp Building, Grizzly Holding Building, Rocky Coast Building, Mammal Holding Building and Curators Office) at all times unless removed for range practice and qualification or repair.
- It will be the responsibility of the Animal Curator on duty each weekend to visit one of the weapons storage cabinets and inspect each weapon stored within. A rotational schedule for these checks will be produced and posted. A Gun Cabinet Check Checklist form will be located in each cabinet (see Appendix III). The Animal Curator on weekend duty will complete the cabinet check form and record the visit on the schedule form after each visit.
- All weapons will be cleaned immediately after use following the guidelines listed below (see Appendix IV). Weapons cleaning must always occur outdoors in a well ventilated location and away from people not involved in this cleaning. This is to prevent unwanted exposure to gun cleaning solvent vapors.
 - a) Always remove the bolt on rifles and insert the cleaning rod from the bolt end not the muzzle end (this is not possible on shotguns). Even the slightest damage to the muzzle tip can permanently alter accuracy. This also prevents the dirt being loosened and removed from falling into the magazine.
 - b) Always push (never pull) the cleaning rod in one direction (as above) then remove the brush or patch tip from the rod before withdrawing the rod. This is so you don't drag the dirt just loosened back into the barrel.
 - c) Use a one piece cleaning rod if possible. Multi-piece cleaning rods have joints that could scratch the inside of the barrel.
 - d) Use bronze brushes not steel or copper.
 - e) Put the cleaning solvent on the brush not the patches; run the solvent soaked brush through 4 or 5 times (following procedure in #1 above, removing brush before removing the rod), then run dry patches through until patches come out clean. Repeat brush step as necessary until you get clean patches after running them through the barrel.

8.6 Weapons Use and Safety Policy During Animal Transfers and Medical Procedures:

Occasionally husbandry and management procedures for dangerous animals occur that carry with them increased staff safety risks. Examples of these are when animals are moved between locations on site, moved on

or off site and when staff must share the same space with them such as during veterinary procedures. Weapons will be mustered and available as a security measure whenever a dangerous animal is:

- outside its primary zoo enclosure (e.g. when transporting anesthetized animals to the NCZ vet hospital, loading or unloading animals from shipping crates, etc)
- in its primary zoo enclosure but with doors open for staff access such as during veterinary procedures (animals under anesthesia)
- being transported to or from the airport or to/from another zoo in a zoo or rented vehicle

Whenever weapons are present for these purposes:

- they will always and only be handled by certified members of the NCZ Weapons Team
- they will remain in the physical possession of that Weapons Team member at all times
- the Weapons Team member will wear an orange vest identifying them as in possession of a weapon (except while transporting to and from airports or to another off-site facility)
- weapons must be kept in a "cruiser safe" condition (which is ammunition in the magazine but no round chambered and safety on) unless or until there is a need to fire
- the Weapons Team member with the weapon should not become actively involved with other aspects of the transfer or medical procedure so their sole attention is devoted to weapons safety and potential use
- all other safety rules in section 8.2 above are followed

Weapons will be mustered whenever one of the conditions referenced above exist for any animal of the following species:

- Lions
- Cougars
- Tigers
- Polar Bears
- Grizzly Bears
- Elephants
- Elk (males only)
- Chimpanzees
- Gorillas

Considered exceptions to animals on this list or for unique circumstances can be approved by the General Curator and supervising Curator on a case by case basis.

In the unlikely event a weapon mustered for such a purpose needs to be fired, the Weapons Team member would make every effort to hold fire until staff could clear the immediate area and then ensure an appropriate back stop is present behind the target. Rounds should not be chambered until ready to fire.

8.7 Program Management:

Overall weapons team program management is the responsibility of the General Curator of the Animal Section. Portions of this management responsibility, such as the maintenance and repair of weapons, ordering ammunition and equipment and scheduling training and qualification sessions may be delegated to one or more Animal Curators as the Weapons Maintenance, Training and Qualification Coordinator, etc. It shall be the responsibility of the General Curator to keep abreast of issues that arise related to weapons use and weapons team management (directly, through the coordinator or based on feedback from team members), seek the input of team members and make the appropriate changes to the program and this document in a timely fashion.

Appendix I

NRA Gun Safety Rules <http://www.nrahq.org/education/guide.asp>

[Available as a brochure](#)

The fundamental NRA rules for safe gun handling are:

1. ALWAYS keep the gun pointed in a safe direction.

This is the primary rule of gun safety. A safe direction means that the gun is pointed so that even if it were to go off it would not cause injury or damage. The key to this rule is to control where the muzzle or front end of the barrel is pointed at all times. Common sense dictates the safest direction, depending on different circumstances.



2. ALWAYS keep your finger off the trigger until ready to shoot.

When holding a gun, rest your finger on the trigger guard or along the side of the gun. Until you are actually ready to fire, do not touch the trigger.



3. ALWAYS keep the gun unloaded until ready to use.

Whenever you pick up a gun, immediately engage the safety device if possible, and, if the gun has a magazine, remove it before opening the action and looking into the chamber(s) which should be clear of ammunition. If you do not know how to open the action or inspect the chamber(s), leave the gun alone and get help from someone who does.



When using or storing a gun, always follow these NRA rules:

- **Know your target and what is beyond.**

Be absolutely sure you have identified your target beyond any doubt. Equally important, be aware of the area beyond your target. This means observing your prospective area of fire before you shoot. Never fire in a direction in which there are people or any other potential for mishap. Think first. Shoot second.

- **Know how to use the gun safely.**

Before handling a gun, learn how it operates. Know its basic parts, how to safely open and close the action and remove any ammunition from the gun or magazine. Remember, a gun's mechanical safety device is never foolproof. Nothing can ever replace safe gun handling.

- **Be sure the gun is safe to operate.**

Just like other tools, guns need regular maintenance to remain operable. Regular cleaning and proper storage are a part of the gun's general upkeep. If there is any question concerning a gun's ability to function, a knowledgeable gunsmith should look at it.

- **Use only the correct ammunition for your gun.**

Only BBs, pellets, cartridges or shells designed for a particular gun can be fired safely in that gun. Most guns have the ammunition type stamped on the barrel. Ammunition can be identified by information printed on the box and sometimes stamped on the cartridge. Do not shoot the gun unless you know you have the proper ammunition.

- **Wear eye and ear protection as appropriate.**

Guns are loud and the noise can cause hearing damage. They can also emit debris and hot gas that could cause eye injury. For these reasons, shooting glasses and hearing protectors should be worn

Guidelines for Cleaning Weapons

- 1) Always remove the bolt on rifles and insert the cleaning rod from the bolt end not the muzzle end (this is not possible on shotguns). Even the slightest damage to the muzzle tip can permanently alter accuracy. This also prevents the dirt being loosened and removed from falling into the magazine.
- 2) Always push (never pull) the cleaning rod in one direction (as above) then remove the brush or patch tip before withdrawing the rod. This is so you don't drag the dirt just loosened back into the barrel.
- 3) Use a one piece cleaning rod if possible. Multi-piece cleaning rods have joints that could scratch the inside of the barrel.
- 4) Use bronze brushes not steel or copper.
- 5) Put the cleaning solvent on the brush not the patches; run the solvent soaked brush through 4 or 5 times (following procedure in #1 above), then run dry patches through until patches come out clean. Repeat brush step as necessary until you get clean patches after running them through the barrel.

Appendix V

Tips for improving marksmanship:

1. Sight alignment (line up back and front sights)
2. Sight Picture (line up front sight with the target)
3. Respiratory pause (take a deep breath in, then out)
4. Focus
 - a. Your eye on the front sight
 - b. Your mind on keeping the front sight on the target (concentrate)
5. Squeeze the trigger (slowly)
6. Follow through
 - a. Keep your eye open
 - b. Hold the trigger back
 - c. Take a mental picture of the shot