

GVZoo Covid Protocol

Modified: JULY 21, 2021

GVZoo is committed to the safety and health of all our visitors, volunteers, and staff.

GVZoo is committed to protecting the safety, health, and well-being of all GVZoo animals.

Overview of Modifications:

- To adhere to the current **social distancing** requirements the GVZoo can support over 2300 visitors at one time based on square meters of walkway at 10 sqm/guest (ref: Assiniboine Park Zoo, Winnipeg, AB and Magnetic Hill Zoo, Moncton, NB) ('50% of capacity' would be well above 2300)
- Signage and floor markers to encourage physical distancing.
- Pathway markers to encourage one-way pedestrian traffic
- **Enhanced cleanliness** will be of the highest priority; there will be sanitization stations at all high points of contact.
- Birds of Prey and 'sit down' presentations will continue to be cancelled. We will begin to offer small presentations for educational purposes in large open areas.
- **Vivarium will be permanently closed.**
- The GVZoo will modify hours of operation, open daily from 9 am to 5pm.

Entry Process

- To eliminate congestion at the Admissions Booth and always observe proper social distancing rules, we have put several measures into place:
- We will heavily encourage people to pay online for their tickets through our website.
- There will be an attendant who will control access to the ticket platform and enforce social distancing between groups; lines will be painted 2 meters apart for the pay line-up.
- The line-up attendant will always have radio contact with the Front Admissions Booth.
- At each window there will be a large sign heavily encouraging customers to pay with debit or credit; cash transactions will be accepted upon request and attendants will change gloves and/or sanitize their hands with sanitization gel after each cash transaction.
- Membership and Online ticket purchase will have a separate entry line from paying tickets.
- Implementation of self-scan turnstiles to allow touch-free entry.

Visitor Flow

- 90% of the zoo will be unidirectional; 10% to remain bi-directional but only on roads 4 meters wide to allow for bi-directional traffic to remain 2 meters apart.
- To accommodate families, we have allowed for a bi-directional road between the entrance/exit and the cafeteria/washrooms, and for our less physically-abled guests we have allowed for a bi-directional road from the mid-point of the zoo allowing a shorter route back to the front.
- Proper signage will be placed in all areas, especially in high volume areas.
- All the large maps will show the new directional pathway for our guests using stickers.
- Physical distancing in gift shop will be monitored enforced by staff.

Presentations / Visitor Experience

- We will offer an increased zookeeper and Education Staff presence interacting with and enriching the animals throughout the day. Scheduled programs will be monitored and assessed daily and weekly, to avoid crowds and offer proper distancing.
- The miniature train will become a first come, first serve system and tickets will be sold at the train station to ease congestion at Front Admissions. There will be set train times to give staff the chance to clean and offer a socially distanced loading protocol. The train seats will be divided by plexi-glass and guests will only be allowed to sit next to a member of same group they arrived with. Social distancing lines will be spray-painted at the train line-up area.
- Our Food services will be open, with reduced seating, spaced 2 meters apart.
- Plexiglass will be in place for any close interactions with staff or contractors.

Sanitization

- Cleanliness will be of the highest priority with staff members singularly dedicated to the washrooms, picnic tables, and sanitization stations. They will be responsible for cleaning and controlling the flow of people in these areas.
- There will be sanitization stations at all high points of contact such as: railings, front admissions, light displays, etc.
- Extra porta-potties will be installed since the zoo is unidirectional. There will be a staff member dedicated to sanitizing them frequently.
- Staff in all departments will be properly trained by their manager on all aspects of sanitization and keeping themselves and customers safe. All staff will be properly trained on WHMIS

Staff Safety Protocols:

Health and Safety for all Zoo Workers

- Follow symptom screening protocols based on the province's online screening tool before attending work and while at work.
- Zero tolerance policies for workers attending work with symptoms of fever, sore throat, cough, runny nose, or difficulty breathing. If a worker shows any symptoms, they will be sent home immediately.
- Workers will be encouraged to exercise their right to refuse unsafe work as per normal zoo protocols.
- Zoo will provide PPE for all workers to ensure the workers have the necessary level of protection based on the work being done and risk of exposure and transmission.
- Proper training on all sanitization will be given to all workers by their manager such as: proper cleaning, disinfecting and disposal.
- Regular cleaning and disinfecting procedures that every worker will be required to follow in their individual workstations, in shared spaces and when using workplace tools (ex: office equipment, hand tools, vehicles, etc.)
- Separate staff rooms per department.
- Social distancing and gathering protocols must be followed at times including personal breaks, travelling across the Zoo and in the parking lot.

Safety of Office and Administrative Workers

In addition to the following safety protocols set in place for COVID-19, our office and administrative workers will be trained and expected to adhere to the following:

- Single use of computer and desk tools (ex: computer mouse, stapler, pens, telephone, etc.)
- Wear appropriate masks when not at workstation.

Safety protocols for our Animal Care Staff

In addition to the following safety protocols set in place for COVID-19, our Animal Care workers will be trained and expected to adhere to the following:

- Required to wear a mask when in close proximity to other staff and public
- When hosing in an enclosure animal care staff must wear a mask and goggles/face shield.
- Use PPE when and where appropriate and follow proper use, cleaning, and disposal protocols.

Feline, Primate, and Mustelid Keepers are expected to adhere to the following:

- Masks must be worn at all times when in close proximity to these animals.
- Required to wear full face shield (if available, otherwise goggles) when hosing in these enclosures. Viroid must be used before hosing.
- Footbaths must be used at the entrance to every barn containing these species.

Food Prep Staff are expected to adhere to the following:

- Required to wear a mask when in close proximity to other staff members.
- Required to wear a mask when doing food prep.
- rinse all produce before being handled.

Safety protocols for Maintenance Staff

In addition to the following safety protocols set in place for COVID-19, our Maintenance staff will be trained and expected to adhere to the following:

- Disinfect any tools and equipment after each use and wash hands thoroughly after each use.
- Minimize in person meetings (outdoors if possible and social distancing required).

Safety protocols for Customer Service Staff

In addition to the following safety protocols set in place for COVID-19, our Customer Service staff will be trained and expected to adhere to the following:

- Wear risk appropriate PPE whenever in a public part of the Zoo or in view of a public area when their work will always not enable them to social distance.
- Regular cleaning and sanitization of all equipment and tools such as: credit card machines, POS stations, telephones, parking meters, tables, etc.)
- Ensure that they always have an ample supply of hand sanitizer.
- Limit hand to face or hand to mask touching and take regular breaks to wash hands thoroughly.
- All used gloves and masks will be disposed of properly, and all face shields will be sanitized properly at the end of each day.
- Sanitize all equipment rented out for the day after each use such as: wagons and wheelchairs.
- Staggered lunch breaks for all staff.

Safety Protocols for Education Staff

In addition to the following safety protocols set in place for COVID-19, our Education staff will be trained and expected to adhere to the following:

- Required to wear a mask when in close proximity to other staff and public
- Regularly sanitize all workstations and equipment.
- Regularly wash hands between workstations, and before and after handling any animals.
- While out on an educational tour, working at the train station, staff will wear a mask when unable to socially distance.