

2020

Greater Vancouver Zoo

RE-OPENING

JUNE 2020

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Greater Vancouver Zoo Re-opening Proposal and Action Plan



GVZoo Re-Opening Plan:

The Zoo will re-open on June 1st, 2020 with modifications in place:

- 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 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)
- Signage and floor markers to encourage physical distancing.
- Pathway markers to encourage on-way pedestrian traffic
- **Separate locations** for guest entry located north of the ticket booth and exit located south of the ticket booth.
- **Enhanced cleanliness** will be of the highest priority; there will be sanitization stations at all high points of contact.
- **Birds of Prey presentation and keeper talks** will be cancelled to avoid large gatherings of people.
- **Vivarium will be permanently closed.**
- **Playground** will be closed with proper signage and will re-open upon BC government recommendations.
- The GVZoo will resume summer hours of operation, open daily from 9 am to 5 pm.

Safety Measures for Visitors and Members:

Guests will be screened for symptoms when purchasing general admissions tickets and while entering the Zoo.

Visitors are encouraged to:

- Pre-screen using the Province's [online screening tool](#) before visiting.
- Guests are strongly encouraged guest to [purchase ticket online](#) in advance to reduce contact and exchanges with admission staff. Emphasis on contactless payment.
- On-site options are available for those who cannot.
- Bring their own stroller/wagon if visiting with children. Rentals will only be available for wheelchair and wagon.

Visitors are expected to:

- Stay home if they are exhibiting any COVID-19 symptoms, have travelled outside Canada in the last 14 days, or have been in contact with anyone sick with COVID-19 in the last 14 days.
- Follow public health orders and advice when visiting the GVZoo.
- Recommended to wear a mask. Masks are available for purchase.

Limited admissions social distancing/ physical contact:

- The Customer Service Manager will be monitoring the entire Admissions area throughout the day.
- Front admissions area has clear signage regarding safety protocols, personal responsibility of visitors, and any new information that is relevant for visitor safety.
- Face coverings are available at the GVZoo entrance for staff.
- Admission windows will have barrier and an outside-the window pay device to minimize physical contact (use of tap for debit and credit transactions).
- Gift shop door will be left open and a limited number of visitors will be allowed in to minimize contact, as well as one way traffic throughout.

Re-opening Action Plan:

Pre-entry

- The Front Admissions Manager will be monitoring the entire Admissions area throughout the day
- Masks will be available for purchase.
- To avoid congestion while paying for parking we have instituted the following measures:
 - There will always be an attendant to control traffic, and to enforce social distancing.
 - We will encourage guests to purchase parking tickets through the hag tag app using their personal cell phones.
 - We will close some parking stalls to give customers more room to line up, with lines painted every 2 meters.

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 three ticket booths will operate simultaneously, allowing three groups of people onto the ticket platform at one time thus eliminating one group crossing behind another group; all three groups will move on before another three groups are allowed onto the platform; the next three groups will be called by the line-up attendant.
- The line-up attendant will always have radio contact with the Front Admissions Booth .
- Each window will only allow 3 people, other members of the party will have to wait in a separate area and join their party when the transaction is completed.
- 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.

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.
- The exit will be move south of the front entrance to ease congestion at Front Admissions.
- 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.
- All decks with an entrance and exit point will remain open and unidirectional with a staff member or volunteer present to control the flow and answer questions.
- All decks with a single entrance/exit point will be closed.

Presentations / Visitor Experience

- All presentations and keeper talks will be cancelled to avoid large gatherings of people; instead, we will offer an increased zookeeper presence interacting with and enriching the animals throughout the day; these will be unscheduled to avoid large gatherings.
- 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 no set train times to give staff the chance to sanitize the train properly after every use and to take their time loading passengers properly. 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.
- The playground will be temporarily closed and roped-off. We will re-open the playground based on government recommendations.
- The giant alligator slide will not be erected and operational.
- Booked tour groups will be 15 people or less, always outside, and the tour guide will enforce 2-meter social distancing for individuals who did not arrive together.
- All sleepovers are cancelled, including our Night in The Wild program. We will re-open sleepovers based on government recommendations.
- Corporate and club events have been cancelled. We will re-open large group bookings based on government recommendations.
- All off-site outreach events will be cancelled. We will continue our Outreach program, but it will be via live feeds and videos.
- Our Safari Grill will be open, with reduced seating, spaced 2 meters apart.

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, 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 difficult 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 of 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.)
- Disinfect areas touched and performed regularly and thorough hand washing when touching shared surfaces such as light switches, counters, microwave etc. and using shared printers/copiers.
- Use PPE when and where appropriate (masks, and gloves) and follow proper use, cleaning and disposal protocols.

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. Virocid 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).

- One person per closed cab vehicles.

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 masks, face shields and gloves 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.
- When handling cash with each transaction gloves must be changed each time.
- 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.
- Staff will maintain social distancing from guests and wear a face mask when dealing with birthday parties, train, etc.
- Staff will wear masks and gloves while driving the train and will sanitize the train and railings between each train ride.
- While out on an educational tour staff will wear a mask, and not stop for long periods of time in front of an animal enclosure to relieve congestion.

Safety protocols for contract workers onsite

- Will adhere to all Health and Safety protocols for all Zoo Staff.

Map:

