

Fort Wayne Children's Zoo COVID-19 Safety Plan



An inherent risk of exposure to COVID-19 exists in any public place where people are present.

The Fort Wayne Children's Zoo is making significant efforts to ensure a reasonably safe environment; however the safety of visitors, volunteers, and staff cannot be guaranteed due to the nature of the pandemic.

Visitors who are 65 years of age or older, or individuals who are medically vulnerable to COVID-19 should ensure they take measures to be safe and not subject themselves to the risks this virus could pose.

By visiting the Fort Wayne Children's Zoo, you voluntarily assume all risks related to exposure to COVID-19.

Back on Track Indiana: Stage 4 (June 14–July 3)

	Separation Measures	Enhanced Cleaning & Personal Hygiene
Throughout the Zoo	<ul style="list-style-type: none"> • Social distancing signage added throughout the zoo grounds to remind guests to maintain 6ft distance between their party and others. • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Social distancing nametag toppers added to staff and volunteer nametags. 	<ul style="list-style-type: none"> • Face coverings are suggested for guests. • Multiple shifts of staff assigned to cleaning teams rotating through the zoo targeting designated touchpoints and facilities. • Hand sanitizer stations provided in designated locations throughout the zoo. • Hand washing stations located throughout the zoo in restrooms and animal interaction locations. • Building doors propped open or automatic openers installed as feasible. • Staff and volunteers required to wear face coverings while working in public areas. Hand sanitizer available at work stations.
Entrance	<ul style="list-style-type: none"> • Daily zoo attendance limited to 50% capacity and Members Only. • Timed ticketing system installed to limit and monitor the number of guests entering the zoo by the hour. • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Staff stationed in entry plaza to provide direction on social distancing, direct traffic, and answer questions. • Alternating booths closed to maintain 6ft 	<ul style="list-style-type: none"> • Plexiglass barriers installed in all entrance booths between staff and guest. • Plexiglass barriers installed in Guest Services Building service windows between staff and guest. • Hand sanitizer available for guests at entrance booths and service windows. • Welcome signs in entrance booth windows with PPE notices. • Frequent cleanings of counters, card readers, barriers, and other high-touch surfaces as scheduled and additionally as time allows following defined protocols.

	<p>distance between queue lines</p> <ul style="list-style-type: none"> • Contactless card transactions available. Cash transactions also accepted. 	<ul style="list-style-type: none"> • Staff required to wear face coverings while working in public areas. Disposable gloves provided and optional. Hand sanitizer available at work stations.
Rides	<ul style="list-style-type: none"> • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Ride staff will provide directions to guests for social distancing. • Contactless token exchange via drop boxes. • Appropriate train and carousel seats closed to provide for 6ft social distancing between parties. 	<ul style="list-style-type: none"> • Frequent cleaning of ride seating areas, queue line areas, entrance and exit areas, and token machines as scheduled and additionally as time allows following defined protocols. • Hand sanitizer available and required for guests before entering the ride. • Hand sanitizer available for guests at ride exit. • Staff required to wear face coverings while working in public areas. Hand sanitizer available at work stations.
Facilities	<ul style="list-style-type: none"> • Drinking fountains closed. Cups of water available free at food service stands. • Kids for Nature voting kiosk removed. • Outback Springs closed. 	<ul style="list-style-type: none"> • High-touch interactive experiences removed, including shark photo op, orangutan and tortoise statues, and tent and egg interactives. • Frequent cleaning of remaining high-touch interactive experiences as scheduled following defined protocols. • Zebra Research Station viewfinders closed. • Do not sit or touch messaging at ZOO letters photo op.
Restrooms	<ul style="list-style-type: none"> • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. 	<ul style="list-style-type: none"> • Handwashing signage added at restroom sink areas. • Signage added to call if the restroom needs attention. • Frequent cleanings as scheduled and additionally as needed following defined protocols.
Programs	<ul style="list-style-type: none"> • Onsite Kids for Nature Summer Day Camp and Wild Nights overnight programs suspended. • In-person outreach programs suspended. Virtual outreach programing available as developed. • Teens for Nature Volunteer program open with altered format and following defined protocols. • Adult Volunteer program open with altered format and following defined protocols. • Internships open following defined protocols. 	<ul style="list-style-type: none"> • Personal hygiene messages reinforced with staff and volunteers. Posters with hygiene messaging posted in a frequently seen location for each work group and provided to all staff and volunteers. • Keeper Chat and interpreter headset mics sanitized between users.

	<ul style="list-style-type: none"> • Keeper Chats open with added social distancing messaging for guests and additional distancing aids for staff such as headset mics and barriers as needed. • Interpreter stations open at locations required by the USDA with added social distancing messaging for guests and additional distancing aids for staff such as headset mics and barriers as needed. 	
<p>Animal Experiences</p>	<ul style="list-style-type: none"> • Giraffe platform open with social distancing decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Goat yard and feeding open. • Contactless token exchange via drop boxes. • Handwashing stations provided at giraffe platform and goat yard. • Wild Encounters open via pre-registration and following defined protocols. 	<ul style="list-style-type: none"> • Frequent cleaning of high-touch surfaces and token machines as scheduled and additionally as time allows following defined protocols. • Staff and volunteers required to wear face coverings while working in public areas. Hand sanitizer available at work stations. • Handwashing & sanitizing verbally reinforced following animal touch activities. • Disposable gloves provided for staff and volunteers providing giraffe lettuce or goat food to guests. • Wild Encounter staff and guests required to wear face coverings.
<p>Staff and Behind the Scenes Areas</p>	<ul style="list-style-type: none"> • Health organization social distancing recommendations reinforced. • Staff reminded to make every effort to maintain social distancing during breaks, daily work, meetings, and all general interactions. • Nonessential business travel suspended. • Staff encouraged to avoid nonessential personal travel. • Schedules and duties may be staggered to reduce the number of people present in one space or area at one time. • Additional time clock added, and time clock use restricted to summer staff. • If anyone feels they are placed in or observes an unsafe situation, they are encouraged to speak with a supervisor immediately. 	<ul style="list-style-type: none"> • Staff and volunteers required to wear face coverings while working in public areas, while traveling to/from public parking lots if entering/leaving work while the zoo is open to guests, and in behind the scenes areas where social distancing measures are difficult to maintain. • Face coverings optional in other behind the scenes areas. • Direction on proper wearing of face coverings reinforced. • Staff and volunteers actively encouraged to stay home if they are sick. • Staff and volunteers complete daily symptom self-assessments before arrival on zoo grounds. • “Stay Home if You are Sick” poster with daily self-assessment posted for each work group and provided to all staff and volunteers. • Staff or volunteers who appear to have acute respiratory illness symptoms upon arrival to work or become sick during the day should be separated from others and sent home

		<p>immediately.</p> <ul style="list-style-type: none"> • Families First Coronavirus Response Act Paid Sick Leave and FMLA Expansion available following federal guidelines. • Emergency Time Off program established. • CDC Return to Work guidelines shared. • Frequent cleaning of work areas and buildings as scheduled and additionally as time allows following defined protocols. • Department staff maintain cleaning in their work areas, targeting high-touch points and disinfecting shared equipment between users. • Disinfectant supplies provided and assigned for all departments or areas. • Hand sanitizer distributed to departments or areas as appropriate and upon request. • Availability of soap and sanitizing products maintained for employee use. • CDC personal hygiene messages reinforced with staff and volunteers. • “Stop the Spread of Germs” poster posted in a frequently seen location for each work group and emailed to all staff and volunteers.
<p>Food Service and Retail: FWCZ Partner, Service Systems Associates</p>	<ul style="list-style-type: none"> • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Contactless card transactions available. Cash transactions also accepted. • Guest tables and chairs spread out to allow for social distancing. • Limited number of guests permitted in the gift shop at a time to allow for social distancing. • Some retail options moved outdoors as appropriate. 	<ul style="list-style-type: none"> • Plexiglass barriers installed at registers between staff and guest. • Hand sanitizer available for guests at registers. • Self-serve food items removed. • Condiment packets available upon request from behind the counter. • Souvenir drink cup refills served to guests in new paper cups. • Guest tables and chairs cleaned between users. • Frequent cleanings of counters, card readers, barriers, and other high-touch surfaces as scheduled and additionally as time allows following defined protocols. • Frequent cleanings of frontline and back of house surfaces as scheduled and additionally as time allows following defined protocols. • Staff required to wear face coverings while working. Hand sanitizer available at work stations.

		<ul style="list-style-type: none"> • Disposable gloves required for food preparation staff. • Staff actively encouraged to stay home if they are sick. • Daily symptom check for staff prior to beginning their shift.
<p>Pony Trail: FWCZ Partner, LPB Riding Stables</p>	<ul style="list-style-type: none"> • Social distancing ground decals placed to remind guests to maintain 6ft distance between their party and others while in expanded queue lines. • Staff will provide directions to guests for social distancing. • Contactless token exchange via drop boxes. • Only children who are riding permitted to enter the Pony Trail with an accompanying parent/guardian. • Accompanying parent/guardian highly encouraged to help their own children onto the pony to allow minimal contact with staff. • Limited number of ponies at a time to provide for distancing on the trail. 	<ul style="list-style-type: none"> • Hand sanitizer available and required for riders and accompanying parent/guardian before entering the Pony Trail. • Hand sanitizer available for guests at Pony Trail exit. • Pony saddles and bridles cleaned and disinfected as scheduled and additionally as needed following defined protocols. • Frequent cleaning of entrance and exit areas and token machines as scheduled and additionally as time allows following defined protocols. • Staff required to wear face coverings and gloves while working. • Staff actively encouraged to stay home if they are sick. • Daily symptom check for staff prior to beginning their shift.

The Fort Wayne Children’s Zoo recognizes the need for adaptability and timely response in this fast-changing environment. Safety plans and protocols will be observed and monitored for alterations and additions as needed.