

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.

To help keep everyone safe, the Fort Wayne Children's Zoo asks all guests to respect 6-foot social distancing guidelines, follow personal hygiene practices, and stay home if not feeling well.

In accordance with Governor Holcomb's latest executive orders, guests 8 years and older are required to wear face coverings at the zoo beginning July 27. Plan ahead and stay safe!

Back on Track Indiana: Stage 4.5

	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. • Buildings, high traffic areas, and gathering points monitored for capacity as appropriate during higher attendance periods. 	<ul style="list-style-type: none"> • Guests 8 years and older are required to wear face coverings at the zoo beginning July 27. Face coverings strongly recommended for children ages 2 to 7. Exceptions will be made for medical purposes and eating/drinking. • Face covering requirement messaging displayed on website, social media, and ongrounds signage. • Guests are asked to take appropriate measures if they are in high risk groups. • Guests are asked to follow personal hygiene practices and stay home if not feeling well. • 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.

<p style="text-align: center;">Entrance</p>	<ul style="list-style-type: none"> • 50% capacity maintained during Stage 4.5. • Exclusive Members Only morning hours, 9am–11:30am. Timed tickets are required. • General Admission, 12pm–7pm. Timed tickets are not required. Capacity monitored and admission halted if hourly capacity reached. • 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. • Contactless card transactions available. Cash transactions also accepted. • Members encouraged to visit during Members Only morning hours or after 4pm. • Messaging displayed on website, social media, and signage notifying guests of possible entrance delays during peak times if maximum hourly capacity is reached. • Overflow queue lines established for entrance delays during maximum hourly capacity. 	<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. • Staff required to wear face coverings while working in public areas. Disposable gloves provided and optional. Hand sanitizer available at work stations.
<p style="text-align: center;">Rides</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. • Ride staff will provide directions to guests for social distancing. • 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.
<p style="text-align: center;">Facilities</p>	<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 as appropriate. • Frequent cleaning of high-touch interactive experiences as scheduled following defined protocols. • Interactive viewfinders, microscopes, and telescopes removed. • 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 for hospitals and nursing homes. • Virtual outreach programming and other in-person outreach programs available. • 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. • Keeper Chats open with added social distancing messaging for guests and additional distancing aids for staff such as headset mics and barriers as needed. • Keeper Chats may be halted during peak attendance times to aid with social distancing and traffic flow. • 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. 	<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.
Animal Experiences	<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. • Handwashing stations provided at giraffe platform and goat yard. • Wild Encounters open via pre-registration and following defined protocols. • Animal experiences and encounters may be halted during peak attendance times to aid with social distancing and traffic flow. 	<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 and 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.

Staff and
Behind the
Scenes
Areas

- 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 reference CDC considerations for personal travel within the US as well as any state and local travel restrictions. International travel requires 14 days at home upon return.
- Schedules and duties may be staggered to reduce the number of people present in one space or area at one time.
- If anyone feels they are placed in or observes an unsafe situation, they are encouraged to speak with a supervisor immediately.

- Staff and volunteers required to wear face coverings in all public spaces (both indoors and outdoors), while traveling to/from public parking lots, and in all non-public spaces where they cannot socially distance (both indoors and outdoors).
- Face coverings recommended in other spaces not identified above.
- 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 immediately.
- Families First Coronavirus Response Act Paid Sick Leave and FMLA Expansion available following federal guidelines.
- Emergency Time Off program established.
- CDC when to stay home and when to return to work guidelines updated and 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 provided 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. • 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. • 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.