



Final Report Of The Visiting Committee To The Accreditation Commission

SENECA PARK ZOO
Rochester, New York

UNDER REVIEW FOR ACCREDITATION

Date(s) Visited: June 6 – 8, 2018
Final Review & Hearing on: September 24, 2018

ACCREDITATION COMMISSION PRIMARY REVIEWER
Nancy McToldridge, Director, Santa Barbara Zoo, CA

VISITING COMMITTEE INSPECTORS
signatures on file

TEAM CHAIR

Operations Inspector: William Foster, DVM, CEO, Birmingham Zoo, AL

Husbandry Inspector: Adam Felts, Curator, Heart of Africa, Columbus Zoo and Aquarium, OH

Veterinary Inspector: Jennifer D'Agostino, DVM, Director of Veterinary Services, Oklahoma City Zoo, OK

Elephant Inspector: Dale Leeds, Curator of Toyota Elephant Passage, Denver Zoo, CO

This Visiting Committee recommends that the next team allow at least 3 day(s) to inspect this institution and that the team consist of 4 number of inspectors.

NOTE: This is an official document of the Association of Zoos & Aquariums and becomes an intrinsic part of the institution's accreditation processing. The accreditation program is conducted in confidence; only the Accreditation Commission, related AZA staff, Director/CEO of the applicant institution, and Chair of the institution's governing authority shall be provided copies by AZA.

VISITING COMMITTEE REPORT

2018 EDITION

1. STRUCTURED QUESTIONNAIRE SECTION:

A/Q/U NOTATIONS: All questions are answered with “Yes”, “No”, or “N/A”. Except for questions answered “N/A”, all questions will also indicate either “A”, “Q”, or “U” (Acceptable, Questionable, or Unacceptable), in the far right-hand column. If “Q” or “U”, a brief explanation of why this is so should be included in the “Comments” area at the end of that section, and again *in greater detail* in the Narrative section of this report.

A - Acceptable (Normal within the profession and requires no immediate action.)

Q - Questionable (Should be improved or corrected as soon as possible, but is not a critical matter.)

U - Unacceptable (Must be corrected immediately, does not meet professional standards, may be unsafe or detrimental to the institution, its staff, its collection, or its visitors.)

KEY TO NOTATIONS APPEARING WITH QUESTIONS:

< A >: When the notation “< A >” appears following a question it indicates that the question could be answered by reviewing the materials submitted by the facility.

< A + >: When the notation “< A + >” appears following a question it indicates that the question could be answered by reviewing the materials submitted by the facility in conjunction with additional investigation during the actual inspection.

No Notation: Questions without an < A > or < A + > could *only* be answered by questioning appropriate personnel, obtaining additional documentation, and/or by observances made during the actual inspection.

Appearing On Institution Questionnaire Only: The Visiting Committee Report Form is numbered to sequentially correspond with the institution’s questionnaire/application. Often consecutive questions appearing in the questionnaire/application relate to the same basic issue. When this happens redundant or similar questions are deliberately left out of the Visiting Committee Report Form. The “*Appearing On Institution Questionnaire Only*” notation is provided to avoid the impression that questions in a sequence are erroneously missing from this report form.

2. VISITING COMMITTEE’S LIST OF CONCERNS & POINTS OF ACHIEVEMENT: The list of concerns and points of particular achievement noted by the team during the inspection are included at the end of this document. ***This list was presented to the institution’s Director during the exit interview.***

3. NARRATIVE SECTION: The narrative section of this report follows the List of Concerns. It contains details of items appearing in this report and on the List of Concerns.

PREAMBLE TO THE ACCREDITATION STANDARDS

Zoos and aquariums accredited by the Association of Zoos & Aquariums (AZA) are continuously evolving. A primary goal of AZA institutions is to achieve the highest standard of welfare for the animals in our care. Standards are constantly being raised, ensuring that animals in AZA institutions are receiving the best possible care from highly qualified staff, in modern facilities that represent best practice in our profession. 21st century AZA-accredited institutions and certified related facilities are expected to be leaders in the field and to embrace the highest quality facilities, programs, and staff available. Animals must be well cared for and housed in appropriate settings that provide an educational experience for visitors, and meet the animals' physical, psychological, and social needs. Animals must be managed as appropriate for long-term genetic viability of the species, which means careful planning of resource allocation, ex-situ breeding, and ex-situ/in-situ conservation and research.

The phrase "modern zoological practices and philosophies" refers to practices and philosophies that are commonly accepted as the norm by the profession. The word "practices" represents the tangible while "philosophies" refers to an overall perspective. AZA-accredited institutions and certified related facilities must be incorporating modern zoological practices and philosophies as basic tenets.

All AZA-accredited institutions and certified related facilities must follow all local, state, and federal laws and/or regulations. Some AZA standards may be more stringent than existing laws and/or regulations and, in these cases, the AZA standards must be met.

Primarily, AZA standards are performance standards (i.e., measuring the level of achievement considered acceptable to fulfill a performance characteristic, and choice in method for meeting the goal). This differs from engineering standards, where exact and precisely measured steps are required to fulfill an engineering characteristic, with little or no variation in method for meeting the goal.

GENERAL INFORMATION (GI)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
GI-1 to GI-4. <i>Appearing on Institution Questionnaire only.</i>				
GI-5. Does the historical record of the institution reflect an accurate record of continued progressive growth? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GI-6. Does the institution appear to be fulfilling its mission statement? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GI-7. Is the institution approved by USDA for importing ruminants (PPEQ)? < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GI-8 to GI-9. <i>Appearing on Institution Questionnaire only.</i>				
GI-10. Are operations adequately altered for seasonal (cold weather) changes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
COMMENTS: _____				

ANIMAL WELFARE, CARE, & MANAGEMENT (AC)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-1. Is the institution in compliance with all relevant local, state, and federal wildlife laws and regulations (e.g., USDA, AWA, etc.)? [1.1.1] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-2. Does the institution follow appropriate taxon-specific AZA Animal Care Manuals (ACMs) when renovating old exhibits and/or designing and developing new exhibits? [1.2.1, 1.2.2] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-3. Does the institution's Institutional Collection Plan (ICP) conform to the institution's mission and vision? [1.3.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-4. Is the institution's ICP re-evaluated and updated at minimum every five years? [1.3.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-5. Does the institution's ICP incorporate the suggested elements outlined in AZA's accreditation standards? [1.3.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-6. Are animals presented in a manner that reflects modern zoological practices in exhibit design throughout the institution? [1.5.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
a. Are all animals housed in enclosures and groupings which meet their physical, psychological, and social needs? [1.5.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Is the ratio of males to females for the individual animals being maintained? [1.5.2.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. Are all animals kept in appropriate groupings which meet their social and welfare needs? [1.5.2.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
d. Are all animals provided the opportunity to choose among a variety of conditions within their environment? [1.5.2.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
e. Are the animals well cared for? [1.5.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-7. Do the species within the institution fulfill the institution's stated objectives? [1.5.0]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-8. Are all endangered, CITES I, SSP®, and studbook species maintained by the facility registered with Species360 (formerly ISIS)? [1.4.8] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-9. Is the animal cataloging system adequate? [1.4.1, 1.4.2, 1.4.3, 1.4.7, 1.4.8] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-10. Does the animal marking system meet the needs of the institution? [1.4.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-11. Are animal records duplicated? [1.4.4] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-12. Are the animal records protected from fire, flooding, and other natural hazards? [1.4.4, 1.4.5] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
AC-13. Are duplicate records stored in an appropriate separate location? [1.4.4] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-14. Is a paid staff member designated as being responsible for the institution's animal record-keeping system? [1.4.6] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Does at least one member of the institution's paid staff responsible for animal record-keeping have the proper training (AZA's Institutional Records-Keeping course is one option)? [1.4.9] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-15. Are records kept current with up-to-date information? [1.4.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-16. Is the institution's Policy on Responsible Population Management (RPM) in accordance with relevant legislation, AZA's RPM Policy, and AZA's conservation policies? [1.3.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-17. Does the management of the animals appear to conform with the stated Policy on Responsible Population Management? [1.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-18. Is there an adequate system for the preservation of important data on acquisition, transfer, euthanasia and reintroduction? [1.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-19. Does the institution surplus animals to non-AZA facilities? [AZA's RPM Policy] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, does the institution have an appropriate method for assessing the willingness and ability of the non-AZA facility to provide adequate care?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-20. Is animal welfare a top priority at the institution? [1.5.0, 1.5.1, 1.5.2, 1.5.2.1, 1.5.7, 1.5.8]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-21. Does the institution have a process for assessing animal welfare and wellness? [1.5.0]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, is the process transparent to stakeholders?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. If yes, does the institution's staff receive training in assessing animal welfare?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. If yes, does the assessment process include an evaluation of welfare/wellness as well as the events and/or changes that may impact the animal or group of animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
d. If yes, are assessments being done on a regular basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-22. Is the welfare of <i>all</i> animals residing at the institution being considered and assessed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-23. Does the institution have a process for reporting animal welfare concerns by paid and unpaid staff, without retribution, that meets the requirements outlined in the AZA standard? [1.5.8] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, do paid and unpaid staff appear to have adequate knowledge of the process for reporting a welfare concern? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. If yes, does the institution look into each reported concern in a timely manner? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. If yes, does the institution provide feedback to the reporting individual? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
d. If yes, does the process supplement the normal chain-of-command to assure that personal conflicts do not have influence over the process or outcomes? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-24. If the institution maintains elephants, are its facilities and procedures in compliance with AZA's Standards for Elephant Management and Care (see pages 33-68 of the 2018 "Accreditation Standards and Related Policies" booklet)? [1.5.6] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-25. Do the institution's written elephant management protocols meet the requirements as outlined in AZA's Standards For Elephant Management and Care? [1.5.6] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-26. Does the facility have an elephant restraining device? [AZA's Standards for Elephant Management and Care] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "no", are the facility's alternative methods acceptable in terms of meeting AZA standards of veterinary care and examination, method of restraint, and the ability to safely manage dominance and aggression, or the introduction of a new animal? <A>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-27. Does the institution have protocols for training new paid or unpaid staff in the elephant management program? [AZA's Standards for Elephant Management and Care] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-28. Do elephant behavior profiles appear to be acceptable? [AZA's Standards for Elephant Management and Care] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-29. Does the institution have a designated, qualified elephant "manager"? [AZA's Standards for Elephant Management and Care] <A>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
AC-30. If the institution maintains cetaceans, are its facilities and procedures in compliance with AZA's Standards For Cetacean Care & Welfare (see pages 69 – 77 of the 2018 "Accreditation Standards and Related Policies" booklet)? [1.5.6.1] <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
AC-31. Does the institution offer cetacean and guest interactive programs? <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/Q/U
a. If "yes" to AC-31, are the animals given a choice to participate? [Cet. 4.1] <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-32. If "yes" to AC-31, are the animals and supervising staff properly trained? [Cet. 4.3]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-33. Does the institution have a behavior management program for cetaceans that includes the elements required in the standards? [Cet. 6.1] <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-34. Does the institution have a designated, qualified cetacean manager? [Cet. 4.2, 4.3.] <A>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-35. Has the institution adequately addressed the concerns/deficiencies noted on the USDA Inspection of Animal Facilities, Sites or Premises (VS form 18-8) report forms (or the equivalent for those not inspected by USDA)? Please provide details in the comment section on this form and, if necessary, in your narrative report. <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-36. Does the institution offer demonstrations of animal behavioral training to the public? [1.5.3, 1.5.4, 1.5.5, 1.6.4] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If "yes", are the demonstrations performed in accordance with appropriate animal training protocols that provide for the overall health and psychological well-being of the animals participating? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-37. Are "touch pools" and "petting environments" adequately managed and supervised for the protection of the animals involved? [1.5.4, 1.5.5, 1.5.13, 11.3.3] <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-38. Are hand-washing stations and appropriate signage available and visible in all areas where the public may come into contact with animals? [11.1.2, AZA's Policy on Animal Contact with the General Public]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
AC-39. Are paid staff and/or volunteers who handle animals during demonstrations/programs properly trained to handle the animals before this activity occurs? [1.5.12] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-40. Does the institution use animals for education purposes on site (animals that are used outside their normal exhibit or holding areas or are intended to have regular, physical contact with the public within their normal exhibits, e.g., contact area with domestic animals, browse feeding programs with giraffes, lorikeet feeding, etc.)? [1.5.3, 1.5.4, 1.5.5] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If "yes", please respond to the following: <A+>				
1. Does the institution's written policy on the use of live animals in programs incorporate the elements in AZA's "Recommendations For Developing an Institutional Ambassador Animal Policy" [pages 86-91, 2018 Standards]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
2. Are the species utilized appropriate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
3. Are both the animals and public provided adequate protection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
4. Does the institution make certain that handlers are properly trained, and that the way in which the animals are handled causes them no undue stress?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
5. Are isolation/quarantine facilities adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
6. Are the animals used kept separate from the rest of the institution's animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
7. Are the animals used being rotated sufficiently?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
AC-41. Has every effort been made to provide ambassador animals with housing conditions similar to exhibit animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
a. Are ambassador animals provided with sufficient social, physical, behavioral and nutritional opportunities to meet their needs? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-42. Does the institution utilize ambassador animals in off-premises situations (i.e., shopping malls, sporting/events, school programs, theatrical productions, etc.)? [1.5.5] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "yes", please respond to the following: <A+>				
1. Are the species utilized appropriate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
2. Are both the animals and public provided adequate protection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
3. Does the institution make certain that handlers are properly trained, and that the way in which the animals are handled causes them no undue stress?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
4. Is sufficient transportation and care provided when animals are off the premises?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
5. Are isolation/quarantine facilities adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
6. Are the animals used kept separate from the rest of the institution's animals, especially following an appearance off institution grounds?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
7. Are life support systems, designed for aquatic animals shown off-site, adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
8. Are the animals used being rotated sufficiently?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
AC-43. Does the institution use animals for photo opportunities with the public? [1.5.3, 1.5.4, 1.5.5] <A>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If "yes", please respond to the following: <A+>				
1. Are the species utilized appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
2. Are both the animals and public provided adequate protection?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
3. Does the institution make certain that handlers are properly trained, and that the way in which the animals are handled causes them no undue stress?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
4. Are isolation/quarantine facilities adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
5. Are the animals used kept separate from the rest of the institution's animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
6. Are the animals used being rotated sufficiently?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
7. Are animals being taken off site for photo opportunities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-44. Does the water quality methods and controls program appear to be adequate for the aquatic exhibits? [1.5.9]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-45. Are all exhibit and holding area air and water inflows and outflows securely protected to prevent animal injury or egress? [1.5.15]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-46. Is appropriate UV spectrum provided for animals housed either long-term or permanently in indoor facilities? [1.5.14]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-47. Are the animals protected from weather and adverse environmental conditions? [1.5.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-48. Does it appear that the animals' sociobiological needs are being met? [1.5.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/O/U
AC-49. Are the animal enclosures clean and well maintained? [10.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-50. Does the institution's pest control program appear adequate? [2.8.1, 10.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-51. Are enclosure substrates, design features, and "furniture" sufficient, and adequate to meet the needs of the animals, including those in multi-species exhibits? [1.5.1, 1.5.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-52. Do all animals have access to adequate shelter sufficient to protect them from heat, cold, and all forms of precipitation? [1.5.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-53. Is sufficient shade (in addition to shelter structures) provided for animals in outdoor enclosures? [1.5.16]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>U</u>
AC-54. Are all holding areas sufficient in size and structure to comfortably contain the animals for extended periods due to inclement weather? [1.5.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-55. Does the institution allow the public to feed the animals?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-56. Are the animals adequately identified for the public? [4.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-57. Are endangered species appropriately identified as such? [4.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-58. Does the institution experience significant seasonal changes (hot, cold, etc.)? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, are operations adequately altered for those changes where appropriate? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-59. Does the institution have a written animal enrichment program that incorporates the elements outlined in AZA's Accreditation Standards? [1.6.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, has a specific paid staff member or committee been assigned program oversight? [1.6.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Does the staff member or committee with program oversight have authority to manage and further develop the enrichment program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. Does the staff member or committee with program oversight have adequate interactions with curators, managers, veterinary staff, nutrition staff and researchers to ensure a comprehensive, institution-wide implementation of the enrichment program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-60. Are there sufficient resources and paid or unpaid staff available to implement the animal enrichment program? [1.6.2, 1.6.3] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Is there adequate involvement by all applicable departments?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Is enrichment being provided on a regular basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
c. Is the provided enrichment developed to meet the behavioral needs of the animals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
d. Is the provided enrichment documented and regularly assessed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
e. Are refinements made based on documented results and assessments?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-61. Does the institution have a written animal training program that incorporates the elements noted in AZA's Accreditation Standards, and enhances the overall health and psychological well-being of the animals? [1.6.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
AC-62. Does the institution have an adequate water quality monitoring program that outlines parameters tested, allowable tolerances, frequency of testing, methods of testing, and data interpretation protocol for each major aquatic system? [1.5.9] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-63. Does management carefully scrutinize the origins of collected aquatic animals to minimize environmental damage caused by unacceptable collection techniques (e.g., cyanide collection, etc.)? [1.7.1, 1.7.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-64. Does the institution have current and complete copies of all applicable local, state, federal and/or international permits to collect the animals purchased (including aquatic animals) from all commercial animal collectors utilized? [1.7.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-65. In the last five years have any animals shipped to or from the institution died or been seriously injured in transport? [1.5.11] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, did the institution take appropriate action after the event, and were changes made in procedures as a result? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
AC-66. Does the institution use temporary, seasonal, or traveling live animal exhibits, pony rides, etc.? [1.5.10] <A>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, are those exhibits or rides, etc., maintained at the same level of care as the institution's permanent resident animals? <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
b. If yes, is the institution's process adequate for assuring that the vendor has the expertise, resources, and facilities to properly care for the animals both onsite and at the location where the animals permanently reside? <A>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
AC-67. NON AZA-ACCREDITED ONLY: Does the institution permit hunting of captive wildlife? <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
AC-68. NON AZA-ACCREDITED ONLY: Does the institution utilize auctions, the pet industry, or hunting ranches for the disposal of captive wildlife? <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>

COMMENTS: AC-6: The exhibits displays for hyena, raccoon, red tailed hawk, black vulture, and snowy owl do not reflect current zoological standards. AC – 12: Daily animal records are inconsistently duplicated, stored or protected from catastrophe event AC-53: Limited shade is provide for red panda and snow leopards, along with the sea lion exhibit which provides limited shade and only for the spring and summer season.

VETERINARY CARE (VC)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
VC-1. Does the institution follow the <i>Guidelines for Zoo and Aquarium Veterinary Medical Programs and Veterinary Hospitals</i> , and the policies supported by the American Association of Zoo Veterinarians (AAZV)? [2.0.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-2. Is the institution's preventative medicine program adequate and implemented; i.e., TB tests and appropriate vaccinations annually, etc.? [2.0.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-3. Has the institution developed plans for periodic disease outbreaks in wild, domestic, or exotic animal populations that outline steps to be taken to protect their animals in the event of such a situation? [2.0.3] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-4. Is there a full-time veterinarian? [2.1.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If not, indicate the frequency of regularly scheduled visits made by the part-time or consulting veterinarian: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/O/U</u>
b. In addition to regularly scheduled visits, is veterinary coverage available to the animals 24/7? [2.1.2]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
VC-5. In the event of an emergency, when the veterinarian is not on the premises, is the response time adequate? [2.1.1, 2.1.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-6. Does the institution utilize Carfentamil, M99, M50-50, or other controlled animal drugs? [2.2.1] <A>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, are there appropriate protocols established for the use of such animal drugs (i.e., procedures established in the event the veterinarian is not present to administer the drugs)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
b. Are the animal drugs stored in a Class 5 safe or other DEA-approved container?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-7. <i>Appearing on Institution Questionnaire only.</i>				
VC-8. Is there a program for regular disposal (or removal and separate storage) of outdated animal drugs? [2.2.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-9. Are the medical records maintained by the institution adequate and up-to-date? [1.4.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-10. Are protocols for the use of capture equipment being followed? [2.3.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Are paid staff properly trained in the use of capture equipment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-11. If chemical capture equipment is used, are established protocols being followed, and equipment stored properly? [2.3.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Are there a sufficient number of paid staff members trained in the use of chemical capture equipment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-12. Does the veterinary care provided the animals appear sufficient?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-13. Do the animals appear to be in good health?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-14. Does the institution normally perform necropsies? [2.5.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-15. Does the institution have an area dedicated to necropsies? [2.5.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If no, has the alternative (lab bench, cart, etc.) been assessed for health risk posed to other animals, staff, and guests?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-16. Are deceased animals disposed of properly? [2.5.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-17. Are deceased animals stored away from food? [2.6.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-18. Are necropsy results reviewed periodically and subjected to analysis to determine health trends and long-term problems with the animals at the institution? [2.5.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-19. Does the institution comply with the federal Animal Medicinal Drug Use Clarification Act of 1994 (AMDUCA) and associated regulations regarding the use of drugs in public zoos and aquariums? [2.2.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-20. Are veterinary facilities adequate to meet the needs of the animals at the institution, including quarantine, isolation, surgery, and holding facilities? [2.7.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
VC-21. Are the quarantine, hospital, isolation, and holding facilities in compliance with the standards and guidelines of AZA and AAZV? [2.7.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/Q/U
VC-22. Are written quarantine procedures available and familiar to all paid and unpaid staff working with quarantined animals? [2.7.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-23. Do veterinarians have access to radiographic equipment? [2.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-24. Is the institution's animal food nutrition, acquisition, and preparation program adequate? [2.6.1, 2.6.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-25. Are the animal diets of adequate quality and quantity and suitable for the type of species within the institution? [2.6.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-26. Are the animal diets prepared and stored hygienically? [2.6.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-27. Overall, are food items provided in a way that promotes the physical and psychological well-being of the animals? [2.6.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Is the timing and location of food provisioning biologically appropriate and stimulating?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-28. Are animal food preparation areas physically separated from other functions (animal treatment, isolation, holding, deceased animal storage, employee lounges, etc.)? [2.6.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-29. Does the institution use browse as part of the diet or enrichment of the animals? [2.6.3] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, is a qualified individual assigned to oversee the selection of appropriate browse?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-30. Are the institution's protocols adequate for identifying and reviewing safe browse items? [2.6.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-31. Are the institution's protocols adequate for ensuring that the animals are not exposed to toxic plants in and around their exhibits? [2.6.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
VC-32. Does the institution have a written euthanasia policy? [2.9.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, does it follow current AVMA or AAZV guidelines? <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. If yes, are all paid and unpaid animal care staff members familiar with the policy? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: Throughout the SPZ, animal prescription bottles were labeled inadequately. The labels did not contain all of the information required by the New York State Veterinary Board.

CONSERVATION (C)

	YES	NO	N/A	A/Q/U
C-1. Is conservation a key element in the mission and messaging of the institution? [3.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-2. Does the institution have a written conservation action plan or strategy? [3.2.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
a. If yes, is the plan or strategy adequate and in line with AZA standards given the size of the institution's budget and staff? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. If yes, is the institution involved in energy and natural resource conservation, and other green practices in an appropriate manner? <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. If yes, does the plan or strategy include defined outcomes and a goal of demonstrating continuous improvement in each area? <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	YES	NO	N/A	A/Q/U
C-3. If the institution is currently AZA-accredited, has it shown increased involvement in field conservation over the last five years since the previous inspection?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-4. Are the conservation efforts of the institution evaluated in an appropriate and timely manner? [3.2.2] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-5. Is the institution actively participating in AZA animal programs? [3.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-6. Is the institution's level of participation in AZA animal programs in line with similar-sized institutions? [3.2.1, 3.3.1, 3.3.2, 3.3.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Does the institution participate in or support an appropriate number of conservation programs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-7. Is the institution participating in every SSP® that pertains to an animal belonging to the institution? [3.3.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If "no", please list those in which it should, but is not participating: _____				
C-8. Is the institution cooperative in providing pertinent information in a timely fashion to AZA program leaders such as Studbook Keepers, SSP Coordinators and Chairs, etc.? [3.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-9. Is the institution cooperative in following agreed upon recommendations (e.g., Breeding and Transfer Plans; acquisitions, transfers, and transitions, etc.)? [3.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-10. Do the institution, governing authority, and paid or unpaid staff members actively participate in local, regional, state/province, academic, national, and international wildlife conservation programs? [3.3.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-11. Does the institution initiate or participate in appropriate conservation initiatives (e.g., Educational programs/materials that increase public awareness on the importance of preserving ecosystems, training programs that provide field experiences, habitat restoration, local community participation, etc.)? [3.2.1, 3.3.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-12. Is conservation the foundation of the institution's overall message to the general public? [3.1.1, 3.2.1, 3.3.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-13. Are the institution's contributions to elephant research and conservation in line with similar sized institutions? [AZA's Standards For Elephant Management & Care] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
C-14. Are the institution's contributions to cetacean research and conservation in line with similar sized institutions? [AZA's Standards For Cetacean Care & Welfare] < A >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A

COMMENTS: C-2: The SPZ does have a written conservation strategy; however, the inspection team did not feel that this plan was being followed. The written program states that "in 2018, embracing a commitment to conservation, Monroe County created a full-time Director of Animal Health & Conservation position to lead the SPZ's conservation efforts in collaboration with the Society's Director of Programming & Conservation Action. In recognition of our shared conservation mission, Seneca Park Zoo and Seneca Park Zoo Society, for the first time, have developed this unified Conservation Action Plan & Strategy. A joint Conservation Committee is now responsible for implementing our shared vision." In practice, it did not appear that the Director of Animal Health & Conservation was involved in the SPZ's conservation efforts much, if at all. All of the conservation efforts appear to be administered solely through the Seneca Park Zoo Society with little to no input from the Monroe County Zoo staff.

EDUCATION AND INTERPRETATION (EI)

	YES	NO	N/A	A/Q/U
EI-1. Is education a key element in the mission of the institution? [4.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	YES	NO	N/A	A/O/U
EI-2. Does the institution have a written education plan for the education program? [4.2.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, does this plan address the goals and objectives of the department? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-3. Is the education department under the direction of a paid professional trained in education programming? [4.2.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-4. <i>Appearing on Institution Questionnaire only.</i>				
EI-5. Are the institution's educational programs clearly tied to AZA conservation messages? [4.2.1, 4.3.1, 4.3.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If "yes", do the institution's education programs address local and global conservation issues, and the role of zoos/aquariums in conservation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Do the institution's conservation and education messages relate to its overall mission?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. Do the institution's conservation and education messages address AZA's cooperative management programs (e.g., SSPs and TAGs)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-6. <i>Appearing on Institution Questionnaire only.</i>				
EI-7. Do the institution's educational programs meet the needs of its visitors? [4.3.2] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, has the institution adequately assessed the needs of under-represented groups and visitors with special needs? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-8. Does the institution have educationally focused collaborative partnerships with local/national groups, (universities/colleges, nature centers, conservation organizations, museums, governmental agencies, etc.) and are the arrangements/agreements appropriate? [4.2.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-9. Are the education programs evaluated regularly and effectively (including assessment of impact as well as satisfaction)? [4.3.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-10. Are the animals identified and interpreted for the public? [4.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, are exhibit labels and other graphics legible and in good condition?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. If interactive exhibits are used, are they in working order?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. If volunteers or staff are utilized in interpretive programs, do they appear to be well-trained in both content and interpretive abilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
d. Are the institution's messages clearly conveyed by the interpretation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
e. Does the institution address conservation issues in their interpretation (e.g., programs, graphics, etc.) such as, among other choices, referencing <i>in situ</i> conservation efforts for select species, utilizing AZA SSP and/or other logos, etc., as appropriate to the institution's conservation messages?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-11. Is the volunteer program adequate for the needs of the institution's education programs? [7.10]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
EI-12. Do paid and unpaid staff members have an adequate library available at the institution? [4.2.4] <A+>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
EI-13. Do paid and unpaid staff members have access to Internet resources at the institution? [4.2.4] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: _____

SCIENTIFIC ADVANCEMENT (SA)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
SA-1. Does the institution have a commitment to scientific study proportionate to the size and scope of its facilities? [5.0] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-2. Does a qualified individual or committee have appropriate oversight of the institution's scientific studies and related projects? [5.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-3. <i>Appearing on Institution Questionnaire only.</i>				
SA-4. Is the institution's written policy on the evaluation and approval of proposals for scientific study adequate and in line with AZA standards, given the size of the institution's budget and the number of paid and unpaid staff? [5.2] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-5. Does the institution have an adequate process of monitoring approved and in-progress scientific studies? [5.2] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-6. Is the institution's participation in scientific studies in line with similar-sized institutions? [5.0, 5.3] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-7. Are research philosophies and activities consistent with the overall goals and objectives of the institution? [5.0]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SA-8. Does the institution publish or otherwise share the results of studies within the profession and/or scientific community? [5.3] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

SA-9/SA-10. *Appearing on Institution Questionnaire only.*

COMMENTS: _____

GOVERNING AUTHORITY (GA)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
GA-1. Is the institution operated or directly maintained by a parent institution, society, business, organization, or agency? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-2 to GA-5. <i>Appearing on Institution Questionnaire only.</i>				
GA-6. Are the lines of communication between the director and governing authority clearly defined? [6.5] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-7. Is the governing authority supportive of the institution's goals and objectives? [6.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-8. Does the governing authority support the institution's abiding by the AZA Code of Ethics and Bylaws? [6.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-9. Does the governing authority leave the day-to-day management of the institution to the CEO/Director? [6.3, 6.4] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-10. Does the governing authority make any decisions regarding the animals? [6.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	YES	NO	N/A	A/Q/U
GA-11. Does the governing authority recognize the CEO/Director as the sole official liaison between itself and the paid and unpaid staff? [6.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-12. Does the governing authority recognize the right of the CEO/Director to originate all paid and unpaid staff appointments, promotions, and terminations? [6.3, 6.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-13. Does the governing authority recognize that the CEO/Director's responsibilities are to the entire governing authority, not to its individual members?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-14. Does the CEO/Director have the opportunity to attend meetings of the governing authority that would affect operations of the institution? [6.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GA-15. Do the terms of service for those on the governing authority overlap to provide continuity? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: GA -6: Special note- Larry Sorel, CEO for 21 years retired between submittal of accreditation application and team's inspection. Larry Staub, Director of Monroe County Parks, is serving as Zoo Director. The Governing authority representative and Zoo Director are simultaneously duties of Larry Staub. The newly configured administration seems to be working and an improvement on past hierarchy.

STAFF (S)

	YES	NO	N/A	A/Q/U
S-1. Is there a sufficient number of paid and unpaid staff to properly care for the animals and to conduct the institution's programs? [7.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-2. Do the salaries of the paid staff appear to be within acceptable limits? [7.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-3. Are current job descriptions on file? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Have job descriptions been distributed to paid staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-4. Do paid and unpaid staff members have a clear understanding of their jobs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-5. Do the CEO/Director and paid staff members have training and/or experience which makes them capable of decisions consonant with the experience of their peers? [7.3] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-6. Does the organization of paid staff authority lines appear to cause any problems? [7.6] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-7. Are paid and unpaid staff members provided an opportunity to discuss work-related problems and possible solutions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-8. Is there a good working relationship between management and paid and unpaid staff? [7.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-9. Is there a good working relationship between the zoo/aquarium paid and unpaid staff and the governing authority? [6.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-10. Is the CEO/Director available to the institution on a full-time basis? [7.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-11. Are paid full-time staff members provided an opportunity and encouraged to seek continuing education? [7.5] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
S-12. Is the training provided for the paid full-time staff adequate? [7.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Are paid full-time staff members offered training to qualify them for management positions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
S-13. Does the institution have a diversity and inclusion program? [7.9]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-14. Is the volunteer program adequate for the needs of the institution? [7.10]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-15. Are volunteers adequately trained and evaluated for the services they perform? [7.10] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-16. <i>Appearing on Institution Questionnaire only.</i>				
S-17. Do the CEO/Director and paid and unpaid staff members have access to and knowledge of the literature in the zoological or aquarium field? [4.2.4, 7.8]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-18. Is the level of paid and unpaid staff involvement in AZA committees and activities and other professional organizations in line with that of similar-sized institutions? [7.7] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-19. Is the institution encouraging an appropriate number of paid staff to assume leadership roles in AZA animal programs (i.e., SSP coordinators, TAG Chairs, etc.)? [7.12]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-20. If the institution has paid staff in leadership roles in AZA animal programs (i.e., SSP coordinators, TAG chairpersons, etc.), is adequate support being provided to the staff members involved to assure that the program and related communication is managed efficiently and in a timely manner? [7.12]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-21. Do paid and unpaid staff members appear to have adequate knowledge of the AZA accreditation standards and the accreditation process? [7.8] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-22. Does leadership review AZA standards and related policies at least annually to stay current and ensure compliance? [7.8.1] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-23. Does the institution have a staff diversity statement and/or program? [7.9]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
S-24. <i>Appearing on Institution Questionnaire only.</i>				

COMMENTS: _____

SUPPORT ORGANIZATION (SO) (If not applicable, please mark N/A and move to next section.) N/A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
SO-1 to SO-4. <i>Appearing on Institution Questionnaire only.</i>				
SO-5. Are the bylaws of the support organization adequate? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-6. Do the stated purposes of the support organization meet the needs of the institution? [8.2] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-7. Are the purposes being furthered?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-8. Does the support organization share the institution's goals and objectives? [8.2] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-9. Does the formal agreement between the institution and the support organization clearly delineate the current roles and responsibilities of the support organization? [8.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-10. Is the formal agreement between the institution and the support organization adhered to in practice? [8.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SO-11. Does the support organization exercise unwarranted influence on the institution, its officers, or paid and unpaid staff? [8.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/Q/U
SO-12. <i>Appearing on Institution Questionnaire only.</i>				
SO-13. Does the support organization raise funds for the institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
SO-14. Does the support organization participate in the decision-making process on how the funds are utilized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SO-15. Are activities sponsored by the support organization appropriate and meeting the goals of both it and the institution? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: SO-13: The Society's Development Plan is not yet fully implemented in their Capital Fund Raising Campaign, but voiced confidence of their future success.

FINANCE (F)

	YES	NO	N/A	A/Q/U
F-1/F-2. <i>Appearing on Institution Questionnaire only.</i>				
F-3. Does the institution meet all state and federal laws regarding financial reporting and auditing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-4. Does the institution have continuing financial support? [9.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-5. Is the total financial support adequate to meet the needs of the institution? [9.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-6. Is financial support the recognized responsibility of the governing authority? < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-7. Is the institution's written contingency plan adequate should significant decreases in operating income occur? [9.5] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-8. If the institution is owned by an individual, is the written contingency plan (or financial succession plan) adequate should the owner(s) become incapacitated or deceased? [9.6] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-9. Does the insurance protection appear to be adequate for visitors, governing authority, paid and unpaid staff, society, animals, and physical facilities? [9.3] < A+ >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-10. Is there a separate budget for capital improvements and major repairs/replacements? [9.4] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-11. Are sufficient amounts allocated for capital improvements and major repairs/replacements? [9.4, 10.1.2] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-12. Are sufficient amounts allocated for conferences, continuing education, training/seminars, etc.? [7.5] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
F-13. Are sufficient amounts allocated for maintenance and supplies? [9.4, 10.1.2, 10.1.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: _____

PHYSICAL FACILITIES (PF)

	YES	NO	N/A	A/Q/U
PF-1/PF-2. <i>Appearing on Institution Questionnaire only.</i>				

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
PF-3. Are all animal enclosures of sufficient size and complexity to provide for the animals' physical, social, and psychological well-being throughout the year? [10.3.3]				
a. Exhibits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Holding areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
c. Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
d. Quarantine/isolation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-4. Do aquatic exhibits provide sufficient space or sufficient volume of water for the physical, social, and psychological well-being of the inhabitants? [10.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-5. Is the institution in good repair overall? [10.1.0]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-6. Is there an adequate program of both building and mechanical maintenance? [10.1.0, 10.1.2, 10.1.3, 10.2.0, 10.2.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-7. Does the institution have a written maintenance plan that includes a schedule of improvements, cost, timetable, and funding plan? [10.1.3] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-8. Does the institution identify and address major repairs in a timely manner? [10.1.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-9. If off-premises facilities are operated, did the team visit the site?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
a. Are the conditions at the off-site facility acceptable?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
b. Does the institution appear to be meeting the same criteria at the off-site facility as at the institution?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
PF-10. Are the institution's hours of operation convenient so that the institution is readily accessible for visitors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-11. Is heating adequate? [1.5.1, 10.2.1, 10.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-12. Is lighting adequate? [1.5.1, 1.5.14, 10.3.1, 10.3.3, 10.4.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-13. Is plumbing adequate? [1.5.1, 10.2.1, 10.3.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-14. Is the method for disposal of sewage adequate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-15. Is electrical service and the number of electrical outlets adequate? [10.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-16. Are there adequate provisions for the proper storage and disposal of garbage and animal waste?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-17. Are the buildings in good repair? [10.1.0, 10.1.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
PF-18. Are plantings well-maintained and used to the best advantage in animal exhibits and throughout the facilities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-19. Is the institution equipped with emergency life support systems for the animals? [10.2.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, are there enough alarms or indicators in the event of environmental and life-support system failures? < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
PF-20. Are the aquatic water circulation and life support systems adequate? [10.2.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	YES	NO	N/A	A/Q/U
PF-21. Are good housekeeping practices regularly employed throughout the institution? [10.1.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
PF-22. Are alarms for fire, security, and other safety alerts in place and functional? [10.2.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. Are they sufficient to provide a reasonable level of safety for the animals on a 24-hour basis? [10.2.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: PF-17: the Main Zoo Building (MZB) is still functioning as a public building, but does not adequately meet modern zoological standards.

SAFETY/SECURITY (SS)

	YES	NO	N/A	A/Q/U
SS-1. Does the institution appear to be in compliance with local, state, and federal laws regarding employee and volunteer training for safety in the workplace? [11.1.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-2. Is first-aid readily available to paid and unpaid staff and the public? [11.2.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-3. Is the paid and unpaid staff adequately trained in first-aid? [11.2.3] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-4. Is the paid and unpaid staff adequately trained in CPR? [11.2.3] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-5 to SS-7. <i>Appearing on Institution Questionnaire only.</i>				
SS-8. Are fire extinguishers and alarms readily available [10.2.2, 11.2.2]? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-9. Is the paid and unpaid staff sufficiently trained in the use of fire extinguishers? [11.2.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-10. Are adequate procedures and training regarding common zoonoses in place for paid and unpaid staff who handle animals? [11.1.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-11. Is the occupational health and safety program adequate? [11.1.2.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-12. Is the institution's tuberculin (TB) testing/surveillance program for appropriate paid and unpaid staff adequate? [11.1.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-13. Are paid and unpaid staff adequately trained in the handling and storage of HazMat and bio-toxic materials? [11.1.4] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-14. Is the method for disposal of toxic/hazardous materials adequate? [11.1.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-15. Do paid and unpaid staff members have access to and knowledge of Safety Data Sheets? [11.1.5] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-16. Does the institution have an active, in-house safety committee?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-17. Is the Risk Management or Safety Audit Plan adequate? [11.4.1] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-18. Does paid or unpaid staff have direct contact or enter enclosures with potentially dangerous animals? [11.4.1, 11.5.3] <A+>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, does the institution's risk management plan include a risk assessment of the species and individual animals with which contact may, or must not, occur? [11.4.1]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
SS-19. If yes to SS-18, does this take place in public view?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	YES	NO	N/A	A/Q/U
SS-20. Are the alarm systems and/or emergency procedures and protocols adequate in the event of an attack or injury by a venomous animal? [11.4.1, 11.5.1, 11.5.2, 11.5.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. Are the alarm systems and/or emergency procedures and protocols adequate in the event of an attack or injury by a potentially dangerous animal? [11.4.1, 11.5.2, 11.5.3] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-21. Have there been any major injuries by a venomous or dangerous animal in the last five* years? [*NOTE: in the last ten years for institutions that are not currently accredited.] [11.5.3] <A>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
a. If yes, did the institution take appropriate action after the event, and were changes made in procedures as a result?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-22. Does the institution conduct adequate alarm system drills annually for venomous and/or dangerous animal bite/attack/escape? [11.5.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-23. If the institution maintains venomous animals, is appropriate antivenin readily available? [11.5.1]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
SS-24. Are all animal exhibits and holding areas sufficiently secured to prevent unintentional animal egress? [11.3.1] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-25. Is the institution's written procedure and recapture plan adequate? [11.2.4, 11.2.5] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-26. Have there been any major animal escapes at the institution in the last five years? [11.2.4, 11.3.1] <A+>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
SS-27. If yes to SS-26, did the institution handle the incident(s) in an appropriate manner both during and after the event (i.e., changes made in procedure/policy)? [11.2.4, 11.2.5] <A+>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-28. Is the written procedure adequate in the event of an emergency, including natural disasters? [11.2.4, 11.2.5] <A>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
SS-29. Are paid and unpaid staff members trained for emergency situations? [11.2.4, 11.2.5] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-30. Is a paid staff member or committee responsible for ensuring that all drills are conducted, recorded, and evaluated in accordance with AZA standards? [11.2.0] <A>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-31. <i>Appearing on Institution Questionnaire only.</i>				
SS-32. Are the four basic types of live-action emergency drills (fire; weather, or other environmental emergency appropriate to the region; injury to paid or unpaid staff or a visitor; animal escape) being conducted, recorded, and evaluated annually? [11.2.5] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-33. Is the communication system quickly accessed in the event of an emergency? [10.2.2, 11.2.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-34. If paid or unpaid staff are working within the vicinity of ozone generation or hypochlorite (chlorine) systems, are they properly trained to handle emergency conditions involving release of these chemicals? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-35. Do OSHA-mandated confined space entry and lock out/lock in procedures appear to be followed? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-36. <i>Appearing on institution Questionnaire only.</i>				

	YES	NO	N/A	A/Q/U
SS-37. Is ground fault interrupt electrical service supplied to all wet environments and aquatic exhibits? [11.3.4] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-38. Is the dive safety program adequate for this institution? [11.7.1, 11.7.2, 11.7.3, 11.7.4, 11.7.5]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-39. <i>Appearing on institution Questionnaire only.</i>				
SS-40. Does the institution comply with the appropriate OSHA dive safety standard(s) for its underwater diving programs? [11.7.1]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-41. Does the institution have an appropriately qualified and empowered dive safety officer? [11.7.2]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-42. Does the institution's dive manual contain adequate provisions for dive safety, and is the manual adequate for the underwater diving program(s) of the institution? [11.7.3] < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-43. Does the institution conduct, record, and evaluate at least one live-action emergency dive safety drill annually? [11.7.4] < A >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-44. Is the institution's dive emergency plan adequate? [11.7.5] < A >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-45. Does the institution provide emergency procedure training for divers for all of the institution's tanks in which they dive? [11.7.5] < A + >	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
SS-46 to SS-49. <i>Appearing on institution Questionnaire only.</i>				
SS-50. Is service from fire and police departments, as well as ambulance services readily available? [11.2.7]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-51. Are all animal exhibits, gates, doors, chutes, shift boxes, holding areas, etc. secured in such a way so as to prevent escape? [11.3.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-52. Are the locks and associated hardware of sufficient strength for each species? [11.3.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-53. Are procedures and facilities adequate to allow for safe exhibit servicing by paid and unpaid staff? [11.3.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-54. Are service areas sufficiently protected from visitor access? [11.3.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-55. Are sufficient barriers in place to deter public entry into exhibits or holding areas, and to prevent contact with animals when such contact is not intended? [11.3.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-56. Are there adequate facilities for crating and transporting animals? [1.5.11]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-57. Are all exits clearly marked? [11.3.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-58. Do all building exits open outward? [11.3.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-59. Are all building exits equipped with panic hardware? [11.3.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-60. Are the animals protected from natural and human hazard, including cover and escape areas? [1.5.7, 11.3.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-61. Is the public protected from the animals? [11.3.1, 11.3.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SS-62. Is the security program providing sufficient protection? [11.6.1] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
SS-63. Is protection for the animals and grounds provided 24 hours a day? [11.6.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-64. If yes to SS-63, is the protection for the animals adequate during those hours when the institution is closed? [11.6.1] < A >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-65. Do the institution's security personnel utilize firearms? [11.6.3] < A >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-66. Are firearms kept in a secured area? [11.6.3] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a/b. <i>Appearing on Institution Questionnaire only.</i>				
c. Are authorized personnel adequately trained in the use of firearms?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-67. Does the institution use guard dogs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, are the dogs utilized in a manner that is safe for the institution's animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
SS-68. Is the institution enclosed by a perimeter fence at least 8' in height, or a viable, impenetrable barrier? [11.8.1] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, is it free of gaps along the base-line and at gates to deter entry by feral animals?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
SS-69. Is the perimeter fence independent of all animal enclosures? [11.8.1] < A + >	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

COMMENTS: _____

GUEST SERVICES (GS)

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
GS-1. Is parking adequate on most days (exceptionally high volume days excluded)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-2. Does the institution have amusement rides/playground areas near or on the institution grounds?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
a. If yes, are they located a sufficient distance from animal exhibits?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-3. Does the institution have animal rides? [1.5.10, 1.5.12, 1.5.13, 1.5.16] < A + >	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
If yes:				
a. Is the institution's animal ride policy adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
b. Are the animals rotated or replaced regularly?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
c. Are adequate safety precautions in place to protect visitors, paid and unpaid staff, and the animals?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<u>A</u>
GS-4. Is the number and location of refreshment stands and food service facilities adequate? [12.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-5. Is the selection and quality of food items adequate? [12.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-6. Is the number and location of drinking fountains adequate? [12.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-7. Are drinking fountains clean and operating properly? [12.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>
GS-8. Are gift facilities adequate and reflective of the institution's mission? [12.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>A</u>

	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
GS-9. Is the number and location of restrooms adequate? [12.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-10. Are the restrooms maintained in a sanitary condition? [12.2]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-11. Are the restrooms wheelchair accessible? [12.1]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-12. Is the gate handout map (whether paper and/or electronic) adequate to guide guests through the institution? [12.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-13. Are directional signs and maps adequate in number, location, and clarity to guide guests through the institution? [12.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-14. Is guest transportation on institution grounds available and adequate? [12.3]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-15. Is the number and location of benches and rest areas adequate? [12.2]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
GS-16. Are there adequate, well-maintained strollers and wheelchairs available to guests? [12.1, 12.3]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-17. Does the institution have a guest services training program for front-line staff? [12.5]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
a. If yes, does it include the elements outlined in the standard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
b. Does it include communicating with guests about the importance and meaning of AZA accreditation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-18. Does the institution have a process to acquire and evaluate guest feedback? [12.6]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-19. Are paid and unpaid staff welcoming and friendly towards guests? [12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-20. Are the grounds neat and clean? [12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-21. Are the sidewalks and roadways in good repair? [12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-22. Are all the exhibits aesthetically pleasing and reflective of modern zoological philosophies and design? [1.5.1, 1.5.2, 10.1.0, 10.3.3, 12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Q
GS-23. Is the overall general impression given by the institution and its animal exhibits positive? [12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-24. Are the animal exhibits arranged to demonstrate an education theme?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
GS-25. Are the exhibits presented in a professional, modern, and aesthetically pleasing manner? [12.4]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

COMMENTS: GS-22: In the MZB the hyena, red tailed hawk, raccoon, and black vulture exhibits do not meet modern zoological design standards.

STRATEGIC PLANNING (SP)	<u>YES</u>	<u>NO</u>	<u>N/A</u>	<u>A/Q/U</u>
SP-1. <i>Appearing on Institution Questionnaire only.</i>				
SP-2. Are the brochures, reports, newsletters, and other publications produced by the facility appropriate and adequate? <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
SP-3. Is the facility reasonably following the goals included in the master plan? [13.2] <A+>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

SP-4. If the facility has a strategic plan, are the goals being evaluated and met? [13.1] <A+> YES NO N/A A/Q/U
 A

COMMENTS: _____

MISCELLANEOUS (M)

YES NO N/A A/Q/U

M-1/M-2/M-3. *Appearing on Institution Questionnaire only*

M-4. Has any member of the institution's paid or unpaid staff ever been found guilty of violating wildlife regulations enacted by any of the various states of any agency of the U.S. Government or those of a foreign country? <A+> A

M-5. Is any member of the institution's paid or unpaid staff currently under investigation for alleged violation of any wildlife regulations enacted by any of the various states or any agency of the U.S. Government or those of any foreign country? <A+> A

M-6. *Appearing on Institution Questionnaire only.*

COMMENTS: _____

Rev: 4/18

**SEE NEXT PAGE FOR VISITING COMMITTEE'S LIST OF CONCERNS
AND POINTS OF PARTICULAR ACHIEVEMENT**

List of Achievements/Concerns

PART I: **Points of Particular Achievement**

INSTITUTION DIRECTOR: During the inspection the Visiting Committee was particularly impressed with the items listed below, which are especially well done and of notable mention.

The County invested \$37 M in expanded facilities for red panda and snow leopard. Construction is nearing completion for additional new exhibits featuring giraffe, rhino, and zebra plus support facilities.

The County created and fully funded a full time veterinarian position. Dr. Louis DiVincenti started January 1, 2018 and has been a tremendous asset to the zoo.

The zoo continues to lead and participate in several local conservation initiatives: hellbender, lake sturgeon, snails, and local pollinator initiatives.

The zoo's elephant program is impressive and is clearly focused on safety, excellence in animal training, and welfare.

The zoo has developed a comprehensive animal welfare program that meets and exceeds new accreditation standards. The program focuses on providing the animals complete choice and control in their environment and routine welfare assessments.

The zoo has made an impressive investment in professional staff development. For example, all staff members have access to San Diego Zoo Global Academy.

Transitional leadership seems to have improved overall staff morale and has improved transparency in communication between senior leadership and staff.

The zoo has a wide variety of excellent play opportunities targeted to their key demographic.

PART II: **Items of Concern**

INSTITUTION DIRECTOR: •IMPORTANT• Below is the list of items that were noted by the inspection team during the inspection. This list was provided to you by the inspectors at the conclusion of their visit.

CONCERNS REMAINING FROM PREVIOUS INSPECTION

As a concern cited in the past four inspections, the Main Building continues to exhibit a limited number of animals and remains partially open to the public. Plans are in place for demolition and an update will be provided to the Commission in September. (1.5.1)

At the sea lion exhibit, there is limited shade provided which is only in place for the spring and summer season. (1.5.16)

MAJOR CONCERNS FROM CURRENT INSPECTION

There is limited shade provided for red panda and snow leopards. (1.5.16)

LESSER CONCERNS FROM CURRENT INSPECTION

The perimeter fence meets the height requirement standard, but overgrown vegetation prevents an adequate inspection. (11.8.1)

Some paper records are not duplicated or stored in electronic form. These records are subject to loss due to fire or water damage. (1.4.4)

First Aid kits throughout the zoo have outdated supplies. (11.2.3)

Secondary chemical containers throughout the zoo are not labeled properly. Prescription labels for veterinary drugs in animal areas are not labeled properly. (1.1.1)

The hyena holding building, behlen cages housing raccoons, turkey vultures and red-tailed hawk, and the tiger holding building are all antiquated and do not meet modern zoological practices. (1.5.1)

The snowy owl is secured in an inadequate shelter for prolonged periods of the day. A welfare assessment has been completed and concluded that welfare is compromised. A plan for resolution is in progress but has not yet been completed. (1.5.2)

The zoo has a written conservation strategic plan; however, upon further inspection, it does not appear that the plan is being followed. (3.2.1)

Although staff stated that one was conducted, the Visiting Committee saw no documentation of a venomous animal drill being conducted. All drills must be appropriately documented. (11.5.2)

Seneca Park Zoo
AZA Accreditation Narrative Report
June 6 – 8, 2018

The Visiting Committee consisting of team Chair William R. Foster, DVM (President & CEO, Birmingham Zoo, Inc.), Adam Felts (Curator of Heart of Africa & Asia Quest, Columbus Zoo & Aquarium), Dale Leeds (Curator of Large Mammals, Denver Zoo) and Jennifer D'Agostino, DVM, DACZM (Director of Animal Health, Oklahoma City Zoo) inspected the Seneca Park Zoo (SPZ) from June 6 to 8, 2018.

The inspection team thoroughly reviewed the previous Visiting Committee Report and found that two areas of concern remain: 1) the Main Zoo Building (MZB) remains open to the public and houses animals in less than modern zoological standards***, and 2) limited shade is provided at the sea lion exhibit and it is only in place during the spring and summer seasons.

***The AZA Accreditation Commission notified the Seneca Park Zoo in writing after granting accreditation in 2013 that: *"This building does not reflect modern zoological practices and has been listed as an item of concern for the last 4 accreditation cycles (1998, 2003, 2008, and 2013). This must be addressed before the next cycle or the zoo's accreditation will be in jeopardy."* The Visiting Committee noted this during the exit interview and was informed that the zoo fully expects the building to be empty and in the process of being demolished before the hearing in September.

As part of the inspection, the Visiting Committee interviewed the following individuals, and all were encouraged to speak freely and in complete confidence:

County

Cheryl Dinolfo

Monroe County Executive

Society Board of Trustees

Gavin Brownlie

Chair

Peter Lutz

Vice-Chair

Keith Wilson

Treasurer

Christopher Stern

Secretary

Leonard Bayer

Board Member

Stephen Brown

Board Member

Ralph Code, III

Board Member

Shelly Doran

Board Member

Michael Rainbow Morse

Board Member

Kevin Nowack

Board Member

Senior Management

Larry Staub, Jr.

Director of Monroe County Parks & Director

Dave Rinaldo	Deputy Director of Parks & Zoo
John Adamski	Assistant Curator
Lindsay Brinda	Elephant Manager
Louis DiVincenti, DVM	Director of Animal Health & Conservation
Robin English	Veterinary Technician
David Hamilton	General Curator
Sarah Hanson	Director of Marketing
Richard Mikiciuk	Assistant Director of Facilities
Kristen Miles-Pavia	Supervisor of Aquatic Life Support & Facilities
Sharon Peterson	VP/ COO, Seneca Park Zoo Society
Pamela Reed Sanchez	President/CEO, Seneca Park Zoo Society
Tom Snyder	Director, Programming & Conservation Action
Kelly Ulrich	Director of Education & Visitor Studies
Kellee Wolowitz	Assistant Curator
Jeff Wyatt, DVM	Environmental Justice Advocate & University Professor

Joint General Staff Open Meeting - Seneca Park Zoo & Seneca Park Zoo Society Coworkers

Jean Aurio	Administrator for Education & Conservation
Heidi Biefus	Zookeeper
Jenna Bovee	Zoologist
Garrett Caulkins	Registrar
Hannah Comstock	Zookeeper
Randi Conway	Zookeeper
Brenna De Angelis	Zookeeper
Lee Gray	Manager of Institutional Giving, SPZS
Caitlin Gordnier	Zookeeper
Kevin Grant	Seasonal Laborer
Aimee Hoffman	Executive Assistant
Mina Johnson	Communication Coordinator
Hanna Kaiser	Zookeeper
Rhonda K McDonald	Program Manager
Nicole McEvily	Zookeeper
Ruth Northrop	Data Manager
Andrew Paulsen	Park Foreman
Laura Pennington	Events & Experiences Sales Coordinator
Zachary Sechrist	Seasonal Laborer
Brian Sheets	Zoologist
Derek Smith	Seasonal Laborer
Gretchen Spencer	School Group & Programs Coordinator
Ryan Statt	Zoologist
Gail Tabone	Zookeeper
Tina Trimer	Volunteer Manager
James Weinpress	Elephant Handler/Keeper
Mike Wemett	Zookeeper

Annie Wheeler
Catina Wright

Lead Naturalist, Programs
Zookeeper

SPZ Volunteers

The Visiting Committee spoke informally with a few volunteers (and some visitors) throughout the inspection. Everyone seemed to enjoy being associated with the institution.

General Information

Monroe County has long held a vision for grand parks and greenways. In 1891, County officials commissioned the famous Frederick Law Olmsted to design Seneca Park. Animals were introduced shortly thereafter in 1893. SPZ now resides on Upper Ridge and borders Olmsted Park. SPZ is challenged by its small footprint, as it is surrounded by a private residential area and the Olmsted Park.

Larry Sorel served as the Director of the Seneca Park Zoo for the past 21 years. He directed the preparation for the current AZA accreditation application but retired prior to the Visiting Committee's onsite inspection.

In an April 13, 2018 press release, County Executive Cheryl Dinolfo asked current Monroe County Parks Director Larry Staub to simultaneously assume both County Parks and Zoo Director duties effective April 28 of this year. The County Executive has full confidence in his abilities, experience, and expertise needed to see SPZ through this critical phase in its history. Larry Staub is knowledgeable and values the importance of the AZA accreditation process. He has regularly attended the AZA Annual Conference for the past 12 years and hosted the Visiting Committee throughout the inspection.

Just days prior to the inspection, the Seneca Park staff and volunteers had been working hard to prepare for the community opening of Cold Asia. Cold Asia features snow leopards and red pandas and is Phase I of SPZ's newest capital construction project. This opening was then followed by Zoobilation, SPZ's annual fundraiser, just four days before the inspection team's arrival, which was a huge undertaking and one of their most successful events. The staff showed no signs of fatigue or exhaustion and was generous, cheerful and looking forward to showcasing their new additions to the facility.

Monroe County's total capital investment since the last inspection is \$37.7 million. The "A Step into Africa" expansion is scheduled to be completed by the end of 2018.

Animal Welfare, Care & Management

The animals are in good health and physical condition, and animal husbandry is exemplary and meets the criteria of AZA accreditation standards. The animal care staff has embraced the animal welfare standards including new standard 1.5.0 and is performing all competencies at this time. Their devotion to providing choice and control to the majority of their animals is evident. It was clear to the inspection team throughout the three-day inspection that the

animals are extremely well cared for and the overall state of animal welfare at the zoo is quite good. One exception is the snowy owl, which is secured in an inadequate shelter for prolonged periods of the day. The zoo completed a welfare assessment and concluded that welfare is indeed compromised. A plan for resolution is in progress but has not yet been completed.

The majority of the animal areas and exhibits were well-maintained and provided opportunities for species-specific behaviors. There are some areas that are antiquated, do not meet modern zoological practices, and are eye-sores. The hyena holding building, behlen cages (housing raccoons, turkey vultures and a red-tailed hawk), as well as the tiger holding buildings are all in this category. However, the animals in these areas are provided with appropriate care and their overall day-to-day welfare is a priority for staff. Nonetheless, the zoo should make replacement or renovation of these areas a priority.

Most exhibits provide animals with the opportunity for self-maintenance and thermoregulation. However, there is limited shade at the red panda and snow leopard exhibits. In addition, shade is provided at the sea lion exhibit only during spring and summer months, and it is limited even then. These issues need to be addressed.

The SPZ is following a responsible acquisition/disposition policy and maintains an up-to-date good recordkeeping system with necessary backups.

Education program animals are used by animal staff only and are taken off site. The education program has a strong relationship with many outside entities and is impacting local conservation messaging. The use of the computer program Humanity is a unique solution to making certain that the use of animals in the education program is scheduled appropriately. The education animals are housed in a separate location and vehicles used for transportation are suitable for off ground venues.

The keepers are aware of the location of all current Animal Care Manuals and operation manuals, and utilize paper logs and schedules for animal records as well as communication. These records are complete and maintained regularly. It is important to note that many of these documents are not duplicated and are subject to fire, loss, or damage. ZIMS 360 is utilized for more pertinent animal records and staff has access to computers, although in a centralized location.

There is an impactful and successful keeper-driven operant conditioning program in place which is led by the veterinarian. An enrichment coordinator also plays the role of leading the browse program. These individuals assure that training plans and enrichment processes are written out and appropriately approved. Classes and updates are provided to staff on browse identification and many of the species are provided with browse on a regular basis.

Elephants. The Seneca Park Zoo elephant program complies with both the *AZA Standards for Elephant Management and Care* and the policy on *Maximizing Occupational Safety of Elephant Care Professionals at AZA Accredited and AZA Certified Related Facilities*. Safety, animal welfare, and

training are the highest priorities of the program. The staff has strong leadership with Lindsay Brinda and appeared to have good communication with one another. All staff members were interviewed and the inspector spent at least six hours observing the day-to-day operation of the program, comparing it to the documents mentioned above.

The program meets or exceeds all of the requirements in regards to abiotic variables. The exhibit, both indoors and outdoors, exceeds the space requirements. All areas of the exhibit, again both indoors and outdoors, were visually inspected and are more than adequate for containment of the four female African elephants housed at the zoo. There is a focus on providing soft substrates across the entire exhibit, except some dry areas that are appropriately used for activities such as bathing. Feeding strategies, including overhead feeding opportunities, are evident and used routinely. SPZ performs semi-annual safety assessments although some of the forms appeared to lack all of the appropriate signatures. That may be the result of some executive team changes and an internal re-organization that occurred near the time of the inspection.

Biotic variables were inspected as well. Adequate clean drinking water is always available. The food is predominately hay, which is appropriate. That said, there is variety in the types of food offered, including produce that is primarily used during training sessions. There was evidence of a strong browse program and an adequate enrichment program. The limiting factor on the enrichment program is likely due to the staffing level. The staffing level minimally meets the zoo's current needs. The group composition meets the needs of the animals but the four elephants cannot be together all of the time, mostly due to issues related to food competition. The Seneca Park Zoo is encouraged to re-visit this regularly in an attempt to strategize ways to minimize or potentially eliminate the amount of time the animals are separated from one another in smaller groups.

Health and nutrition topics were also reviewed. As stated above, the food and feeding strategy meet the animals' needs. The animals are weighed but body condition scoring is not performed. The SPZ is encouraged to develop a program for routine body condition scoring, as the actual weight is only one component for evaluating what is appropriate for each animal. There appears to be an excellent relationship between the staff and Louis DiVincenti, DVM, the veterinarian, which was great to observe. The elephants are inspected daily and are behaviorally assessed. That said, the documentation of this was confusing and somewhat difficult to identify. Records are kept in different formats ranging from paper notes to digital notes, making record review in this and other areas of the program cumbersome to find. The Visiting Committee strongly recommends that the zoo consider adopting a more consistent record keeping system in this area.

There is evidence of a solid program for foot and skin care. Training is a heavy focus for this team. The staff was able to easily demonstrate all of the required behaviors that were reasonable to accomplish in one day. In all but one situation, the program is based on positive reinforcement training. Three staff members still routinely do a bathing routine with two of the animals by tethering one front and one hind leg, entering the stall, and bathing the animals.

While this activity fits within the standards, it creates a situation where the training is more negative reinforcement based. There is some value in keeping the animals used to this activity. However, this occurs multiple times a week, new staff is not being trained for this activity, and it is being phased out. Based on this, it is recommended by the Visiting Committee that SPZ either eliminate this activity entirely, or decrease its frequency but train new staff how to safely conduct the activity. The SPZ maintains an elephant restraint device and demonstrated its uses. They also demonstrated the ability to tether the animals in an appropriate manner.

Seneca Park Zoo provided an elephant management policy to the inspection team in their application materials, and hard copies were available in the barn. The policy manual had most, but not all, of the required sections. The required policies that were available to review are clear and understandable. There appears to have been some progress made with this since the last inspection. There are some missing pieces, most notably the required section outlining the policy for when unrestricted contact would be acceptable. SPZ is encouraged to review their elephant management policy to make sure it is up-to-date and includes all of the required sections. Having all of this stored in one format and one location would benefit the program as well.

The elephant barn staff treated the inspection team in an open, cordial, and professional manner. The programs' greatest strengths are the attention to safety and animal welfare, the outstanding training program, and the substrate management program. The areas in need of some additional work are updating the policies (including making sure all sections required are covered), implementing a body condition scoring program, and re-evaluating the tethered bathing program.

Veterinary Care

The most significant change to the veterinary department since the last inspection is the addition of a full time veterinarian. Dr. Louis DiVincenti was hired approximately five months prior to the inspection and has already made a tremendously positive impact on SPZ along with veterinary technician Robin English. It was evident in talking with animal care staff that the increased stability and access to veterinary care has been a positive change. The working relationship between animal care staff and veterinary staff appears to be strong and productive with an emphasis on preventative care and medical behavior training.

The veterinary clinic has been maintained well and remains in excellent condition. The space is adequate for the collection size and has a public educational component. The public space of the hospital appears to be under-utilized due to inadequate signage directing guests to the hospital. Since the last inspection, SPZ has acquired a digital radiography system, which has been a major improvement for the care of the animals. The quarantine and holding facilities are adequate and proper protocols are in place to prevent cross-contamination between hospitalized patients and quarantine animals. There were several tanks of cichlids housed in the hospital kitchen area. These animals are scheduled to be moved in the new Africa exhibit as soon as it is completed. Although housing animals in a kitchen area is not an ideal situation, a

risk assessment was performed and strict protocols were put in place to prevent cross-contamination.

Throughout the SPZ, animal prescription bottles were labeled inadequately. The labels did not contain all of the information required by the New York State Veterinary Board.

Conservation

Seneca Park Zoo participates in several local, regional, national and international conservation initiatives. Their long-term participation in conservation efforts, including the Genesee River Project (one cubic foot project), lake sturgeon, hellbenders, Chittenango ovate amber snail and local pollinators, is commendable. The SPZ also employs several local green initiatives to reduce overall carbon footprint, including composting and the use of locally sourced water in eco-friendly bottles. Conservation messaging was prominent throughout SPZ and was a key element at each animal exhibit.

The SPZ participates in several Species Survival Plan® (SSP) programs and is an active participant in the African penguin SAFE (Saving Animals From Extinction) program with veterinary technician Robin English serving as Coordinator for the Health Monitoring and Rehabilitation Project.

The SPZ does have a written conservation strategy; however, the inspection team did not observe that the plan was being followed. The written program states that “In 2018, embracing a commitment to conservation, Monroe County created a full-time Director of Animal Health & Conservation position to lead the SPZ’s conservation efforts in collaboration with the Society’s Director of Programming & Conservation Action. In recognition of our shared conservation mission, Seneca Park Zoo and Seneca Park Zoo Society, for the first time, have developed this unified Conservation Action Plan & Strategy. A joint Conservation Committee is now responsible for implementing our shared vision.” In practice, it did not appear that the Director of Animal Health & Conservation was involved in the SPZ’s conservation efforts much, if at all. All of the conservation efforts appear to be administered solely through the Seneca Park Zoo Society with little to no input from the Monroe County Zoo staff.

Education and Interpretation

The education programs are well managed under Kelly Ulrich, Director of Education & Visitor Studies, and have a positive impact on their local community with a large number of programs off grounds and on grounds. The educators participate in presentations throughout the day on SPZ property with valuable conservation messaging.

Graphics throughout SPZ are well presented and maintained and have the most up-to-date information about each species, along with valuable interactive opportunities for the guests (i.e. how far a lion can jump graphic). The education staff was positive and outgoing, and excited to share their message.

Scientific Advancement

Dr. Louis DiVincenti chairs the scientific review committee, which includes several members of SPZ staff as well as an outside representative. Requests that deal with biomaterials only are vetted through Dr. DiVincenti and more invasive projects are reviewed by the entire committee. SPZ supports research efforts originating within SPZ as well as in collaboration with outside researchers/institutions. The scientific review process is appropriate and adequately assesses any animal welfare concerns.

Governing Authority

The Seneca Park Zoo operates in a traditional municipal zoo profile. The physical asset and its operation are the responsibility of Monroe County, administered by Director Larry Staub. The revenue streams and associated activities are outsourced to an aligned organization, the Seneca Park Zoo Society, with the capable oversight of Pamela Reed Sanchez, President /CEO. The Seneca Park Zoo Society has an oversight Board of Trustees that represents the community which they serve. A County – Society Operating Agreement is in place and reflects the defined roles and responsibilities of each entity, as well as cost obligations and revenue sharing going forward.

The relationship seems to be working well with regular routine communication and mutual respect. New investments and marketing seem to have renewed interest in SPZ as reflected in the enhanced attendance.

Monroe County and the Seneca Park Zoo undertook updating their strategic approach which resulted in the Seneca Park Zoo 2015 Strategic Plan & Master Plan. This mutually endorsed plan is now being implemented.

The Monroe County portion of the Capital Investment is being completed on schedule and on budget of \$37,000,000. Expansion includes the addition of charismatic animals like giraffe, zebras and rhinos. New guest services include a train and child friendly play areas.

The Seneca Park Zoo Society is committed to raising \$20,000,000 for Capital Improvements for Guest Experience and Enhancements Phase I A, including a guest services building, new concession buildings and an education building. The current County/Society contract term will expire later this year.

Staff

The staff deserves credit for being positive and well organized during a time of transition. The staff at Seneca Park is in the middle of leadership change, which can be hard, but the majority of staff appeared to be excited for the future and have a great professional attitude. One thing that was impressive was the amount of professional development opportunities the keepers and other staff have for an institution of this size. A large number of the staff has had an opportunity to participate in outside events (e.g., conferences, workshops, and continued education) and they all have access to San Diego Zoo Global online education. These opportunities were accessible from the Society and the Parks.

Support Organization

The Seneca Park Zoo Society, led by Pamela Sanchez, has a solid track record of operational success. Under contract with Monroe County, the Society has generated, through a variety of traditional revenue streams, approximately \$6M annually.

The 26 member Board of Trustees is launching its fundraising efforts to address their commitment to revitalize SPZ with a \$20M pledge toward the front entrance, education and guest experience services. The President and CEO and the Board of Trustees stated their confidence in securing the pledged funds. To date, the Society has secured grant and pledges for \$2.5M of the \$20M pledge.

The Society's Development Plan has not yet fully implemented their Capital Fund Raising Campaign, but voiced confidence of their future success.

Finance

Monroe County and the Seneca Park Zoo Society have an operating agreement that defines the respective roles of each party. Pamela Sanchez, President and CEO of the Society, has consistently been able to generate the necessary revenue to meet the Society's operational obligations under challenging conditions. The café and other guest experiences operate in outdated spaces and modular offices. The Society's Capital Investments will complement the County's Capital Investment, together totaling \$85M. The new facilities will be better able to service larger attendance as well as service the additional expenses associated with SPZ's growth and expansion.

The Society's finances are routinely audited and come with no management issues.

Physical Facilities

The facilities at Seneca Park Zoo were well maintained and clean and were operating with an appropriate response and plan in place to address issues. The Life Support Systems department includes a dedicated staff member, Kristen Miles-Pavia, assuring the functions of equipment and water quality are acceptable with good documentation. The Parks system facilities employees work together to assure SPZ is their top priority, and professionals are available to address concerns quickly and adequately.

All buildings and exhibits appear appropriately heated, lit, and functional throughout the season. The lynx exhibit was not as well lit, but staff promptly added light to this back area before the inspection team departed. The overall cleanliness of the park is noteworthy and staff is obviously proud of their zoo.

The Main Zoo Building is still functioning as a public building, but does not adequately meet modern zoological standards. As noted at the beginning of this report, the team was informed that the building will be closed and demolished by September 2018.

Safety and Security

The Seneca Park Zoo is in compliance with all applicable laws and regulations. There was clear evidence of zoonotic disease training, which is managed by Dr. Louis DiVincenti, staff veterinarian. There is also an occupational health and safety program through the County. Tuberculosis testing is in place and staff members working with hazardous chemicals are trained to do so and know where to find Safety Data Sheets (SDS) in case of an accident. The SPZ has automated emergency defibrillators (AED) as required and staff is trained in the use of the equipment. The AEDs are in areas only accessible to staff and not located in public areas. First Aid kits throughout the zoo contain some outdated supplies.

There are paid staff members responsible for ensuring that the required drills are conducted and evaluated. Interviewed staff members clearly knew their roles in the event of an emergency. It appears, however, that there was no documentation of a required venomous drill although staff confirmed one was conducted. The policies and procedures for dealing with ozone emergencies are excellent.

In regards to facilities, the animals and the public are adequately protected from one another. Almost all areas are well lit, clutter free, and have appropriate ground fault interrupters. The Visiting Committee did note one area with significant lighting issues (lynx exhibit), but the SPZ is to be commended for correcting that problem during the course of the inspection.

Protocols are in place for working with dangerous animals and safety appeared to be a high priority for the staff. SPZ maintains a very small venomous collection. Appropriate antivenins are stored and maintained by a local hospital. The Visiting Committee recommends that venomous animal procedures be improved by requiring handlers to call other staff to let them know when handling begins and when it is completed.

Secondary chemical containers throughout the zoo are not labeled properly.

The security program is handled by the local police department. SPZ does maintain firearms for use in animal escape emergencies and the staff is trained on the proper use of the firearms. The firearms examined during the inspection were clean and well maintained.

The perimeter fence appears to enclose the entire property, with no instances of the perimeter fence also serving as a primary animal containment fence. There are areas where buildings (sheds) are placed against the fence and are less than 8' tall. To fully meet the intent of this standard, these should be eliminated or moved at least 3' from the fence. There was also a lot of vegetation growing on the fence, making many areas almost impossible to inspect.

Guest Services

Guest Services staff members encountered by the Visiting Committee were excellent. The new exhibit openings and increased attendance have created more demands on staff at the dining facility and kitchen. The Visiting Committee sampled the food products served at the Café and was impressed.

Capital investments have been pledged to enhance the current facilities. More investment will enhance the necessary expansion of services that higher attendance will require. Kid friendly climbing installations, archeological dig areas, universal handicap accessibility to exhibits and people movers are available every day. Restrooms were in good repair and properly serviced.

Strategic Planning

The Seneca Park Strategic Plan and Master Plan was most recently updated in 2015. The Seneca Park Zoo Strategic Plan was officially adopted by the Monroe County Council by Resolution No.413 of 2015 on November 17, 2015. Such commitment by community leadership for growth of SPZ is to be celebrated. This strategic plan generated an outline of the SPZ's future needs for investments and a focus for the regional efforts to build out the existing zoo footprint. This year's opening of the \$37M "Step into Africa" and "Cold Asia" exhibits are a result of that earlier vision.

