**How to Acknowledge and Respond to Threats Within the Gregory Zoo**

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November 20, 2014

Trainer’s Manual

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***Instructional Objectives (IO)***

Upon completion of this training module, participants will:

*IO#1:*  Understand and know how to respond to an escaped animal within the zoo.

*IO#2*: Understand and know how to respond to a shooter and hostage situation.

*IO#3:* Understand and know how to respond to a guest trapped within an animal cage.

*IO#4:* Understand and know how to respond to a missing person/child case.

*IO#5:* Understand and know how to respond to a government official visit safety protocol.

***Behavioral Objectives (BO)***

Upon completion of this training module, participants will:

 *BO#1:* Efficiently respond to an escaped

a) Being able to recognize the different levels of emergency

b) How to properly approach and detain the animal

c) How to effectively use communication

 *BO#2:* Adequately respond to a shooter/hostage situation

1. Being able to recognize the different levels of emergency

b) Knowing how to remove yourself or others from the

 situation

1. How to effectively use communication

*BO#3:* Appropriately respond to a person trapped in a cage

 a) Recognize the levels of severity

 b) Know how to handle animal within cage

c) How to effectively use communication

 *BO#4:* Effectively respond to a missing person/child

1. Being able to recognize the severity of the situation

b) How to properly address a missing child once found

c) How to effectively use communication

*BO#5:* Successfully respond to a government official visit

1. Understand the details of the visit
2. Effectively plan out agenda
3. How to effectively use communication

Icon Key

 Turn to PowerPoint Slide

 Refer to Participant’s Manual

 Game Activity

 Switch to Next Trainer to Present

 Point to Information on Slide

 Important Information

 Give Handouts to Trainees

|  |  |
| --- | --- |
| Lesson Content | Notes to the Instructor  |
|  | The following supplies are needed to conduct a successful training session:1. Instructors manual2. Trainee manual (one per person and one extra for the instructor to reference)3. PowerPoint capabilities 4. Activity handouts including a brochure (one per person)5. Name tags and markers (one per trainee)6. Activity rewards and supplies 7. Certificates of completion8. Evaluation forms (one per person) |
| Welcome! Here is a manual, name tag and a marker to fill it out with. Thank you for joining us today. | Station a trainer outside of the front door before people are scheduled to arrive. |
|  | Hand out trainee manuals before beginning the presentation.  Give Handouts to Trainees |
| Hello! My name is \_\_\_. I would like to welcome everyone to our training session on How to Acknowledge and Respond to Threats Within the Gregory Zoo. |  Turn to PowerPoint page number one.Introduce all trainers in session. |
| Does everyone have a brochure, name-tag and training manual? |  |
| Let’s begin by going over the objectives of the program today. | Tell the Trainees to turn to page four and five in their manuals. |
| Instructional objective number one. Participants will understand and know how to respond to an escaped animal within the zoo. |  Turn to PowerPoint page number two. Important Information |
| Behavioral objective number one. At the end of the presentation, participants will be able to Efficiently respond to an escaped being able to recognize the different levels of emergency, how to properly approach and detain the animal, how to effectively use communication. |  Turn to PowerPoint page number three. |
| Instructional objective number two. Participants will be able to understand and know how to respond to a shooter and hostage situation. |  Turn to PowerPoint page number four. Important Information |
| Behavioral objective number two. Participants will be able to adequately respond to a shooter/hostage situation, being able to recognize the different levels of emergency, knowing how to remove yourself or others from the situation, how to effectively use communication. |  Turn to PowerPoint page number five. |
| Instructional objective number three. Understand and know how to respond to a guest trapped within an animal cage. |  Turn to PowerPoint page number six. Important Information |
| Behavioral objective number three teaches participants to appropriately respond to algae blooms. Participants will be able to Appropriately respond to a person trapped in a cage, recognize the levels of severity, know how to handle animal within cage, how to effectively use communication. |  Turn to PowerPoint page number seven. |
| Instructional objective number four. Participants will be able to understand and know how to respond to a missing person/child case. |  Turn to PowerPoint page number eight. Important Information |
| Behavioral objective number four teaches participants how to effectively respond to a missing person/child, being able to recognize the severity of the situation, how to properly address a missing child once found, how to effectively use communication. |  Turn to PowerPoint page number nine. |
| Instructional objective number five. Participants will be able to understand and know how to respond to a government official visit safety protocol. |  Turn to PowerPoint page number ten. Important Information |
| Behavioral objective number five teaches participants how to successfully respond to a government official visit understand the details of the visit, effectively plan out agenda, how to effectively use communication. |  Turn to PowerPoint page number eleven. |
| We will begin with the discussion of an escaped animal. Escaped animals can become a present situation for many reasons. If a cage is accidently not latched correctly, accidental release of an animal, or if an animal breaks through their cage.  |  Turn to PowerPoint page number twelve.  Tell the Trainees to turn to page 5 in their manuals.  Switch to Next Trainer to Present |
| There are different levels of animals escaping. Level I refers to a very dangerous animals that could severely injure guests. Level II discusses animals who pose moderate threats. Larger animals that escape but who are less aggressive. Level III is for animals who do not pose a threat. This group is for small animals that are not aggressive.  |  Turn to PowerPoint page number thirteen.  Point to Information on Slide |
| There are many ways to avoid the situation. Guests are encouraged not to touch the cages in which animals are kept. Employees need to double check that cages are properly closed after handling an animal or opening the cage. Everyone is suggested to be careful around the cages. Being cautious and aware of surroundings is very important in preventing incidents of animal escapes. All employees are urged to watch guests that are near the cages. Keeping an eye on younger guests is important to make sure nothing is unlatched.  |  Turn to PowerPoint page number fourteen.  |
| If a guest or employee finds themselves in this situation there are specific procedures to follow.  |  Turn to PowerPoint page number fifteen.  |
| It is very important for everyone in the situation to remain calm. Though it is a very intense and serious situation on all levels, it is critical that people in the situation remain calm as to not arouse the animals. While remaining calm, no guest is to approach the animal. A guest approaching the animal could alarm it and out it on the defense, making it agitated. Refer guests to the emergency exits nearby. It is important to remove people from the situation without making it worse. Notify zoo employees and officials. Zoo employees should stay in contact with one another through the use of their walkie talkies. Employees should display confidence when approaching the animal. It is important to keep guests in the situation under control. If panic arises, the situation will become unmanageable. Call animal control in cases of level I and II. Once they arrive they should take the lead in controlling the animal.  |  |
| Time for the question! Please look at the question at the bottom of page six, What are some techniques that can be used to avoid the situation? Take a moment to look over the question and answer. After a few moments give them the answer (d) and discuss.  |  Tell the Trainees to turn to page 6 in their |
| A shooter situation occurring anywhere is a scary thing to think about, but it is something that needs to be addressed. Make sure employees are alert for any suspicious activity. This includes staying in one area alone for a long period of time.  |  Turn to PowerPoint page number sixteen. Tell Trainees to turn to page seven in their manuals. Switch to Next Trainer to Present |
| There are three levels of emergency for a shooter situation. It is important to recognize what level of emergency you are dealing with before trying to get involved in the situation. The levels are as follows: level I, no hostage; level II, hostage; level III, fatality.It is important to know the situation, so you know how to begin responding.  |  Turn to PowerPoint page number seventeen.  Point to Information on Slide |
| When responding to this situation, guests should be evacuated through emergency exits for as long as possible without irritating the shooter. Employees should immediately contact 911 and inform the phone attendant of the current situation and ask for help. Employees in other areas of the zoo should remain on lockdown and do not let any guests leave the area unless it is to exit the zoo completely. Other employees should be kept up to date on the event and the situation via walkie talkies.  |  Turn to PowerPoint page number sixteen.  |
| Especially in this situation, it is important to use a calm tone when working with the guests because they are already very worked up. Zoo security will be handling the shooter so it is important to keep guests in the situation calm so not to create more panic.  |  |
| Question time again! Please respond to the question at the bottom of page 7, When confronted with a shooter situation, an employee should always call 911.After a few minutes please go over the answer (True) and discuss why.  |  |
| It does seem that someone falling into or being trapped in an animal cage sounds like something out of a comedy movie, but we need to make sure we are prepared because it is a serious possibility with having open top cages.  | Tell Trainees to turn to page eight in their manual Turn to PowerPoint page number sixteen.  Switch to Next Trainer to Present |
| In order to prepare for the situation, we must first look at the level of emergency. Level I is the most severe, including animals like lions and tigers. These animals are very aggressive and can become agitated when someone enters their space. Level II is moderately aggressive animals, those larger animals like giraffes that could inflict harm, but are less likely to do so. Level III is the least severe, these would happen if a cage were being clean and a guest roamed into it. These are less aggressive animals that are not known to attack. We must also look at the age of guest trapped. If the guest is very young and unable to protect themselves at all, procedures must happen much faster.  |  Turn to PowerPoint page number sixteen.  Point to Information on Slide |
| Addressing the situation can be a difficult or easy task, depending on the level of emergency. All employees and zoo security should be notified and security should report at the scene of the incident. Keep guests calm and keep them away from the area of the scene. It is important to keep the area vacant while working on removing the guest so other incidents do not occur. Zoo security will then enter the cage and distract the animal while other security removes the guest from the situation.  |  Turn to PowerPoint page number sixteen.  |
| This situation is likely to occur given the types of cages located around the zoo. However, there are ways to avoid the situation in full. Guests should be made aware if they are too close to the cage. It is our responsibility to keep them at a safe distance from the cage. Guests should also be aware that there is no horse play around the cages. If an employee notices inappropriate behavior around they cages, they should gently and kindly ask them to stop.  |  Turn to PowerPoint page number sixteen.  |
| It is important to remain calm in the situation and to inform and keep informed other zoo employees including the security team. Make sure to display confidence in the situation so guests feel reassured and are likely to listen.  |  Turn to PowerPoint page number sixteen.  |
| Time for a question! Please refer to the question at the bottom of page 8, What are two actions to take in this situation? After a few moments go over the answer (a&c) and discuss why those are the correct answers.  |  |
| One of the scariest things to happen for parents is the thought that one of children is missing. This is a very common incident, especially in places like a zoo where there a large population of people constricted to an area.  | Tell Trainees to turn to page nine in their manual Turn to PowerPoint page number sixteen.  Switch to Next Trainer to Present |
| Warning signs for this situation are very noticeable. If you see a confused looking parent or child, go and ask them if there is anything you can help them with. If you notice a guest that is very upset, it is important to comfort them and reassure them that everything will be ok.  |  Turn to PowerPoint page number sixteen.  Point to Information on Slide |
| When addressing the situation, remember that the parents are a delicate state of mind, often on the verge of panic and children can be very confused and upset because they are unsure of what to do. First look to see if they have a stamp on their hand. If they are stamped continue to find the corresponding adult. Employees will communicate with other employees and alert them that there is either a lost a child looking for their parents or parents looking for their lost child. This way other employees who notice upset guests can help relocate them. Keep the guests calm. This is a delicate situation and often one that leads to panic, it is a must to use a calm voice and to not overwhelm the guest with questions. If with the child, it is important to keep them calm and keep their trip enjoyable. Do not act as if they are lost, help them look at the animals while looking for the parents.  |  Turn to PowerPoint page number sixteen.  |
| It is important to display confidence to reassure the guests in your ability to handle the situation. Make sure you are using the appropriate tone with the guests to keep them calm. Communicate with other employees within the zoo and keep them updated on the situation. When the situation is resolved alert employees so they are made aware.  |  Turn to PowerPoint page number sixteen.  |
| Another question time! Ask them the question on the bottom of page 9, What is the precaution taken to avoid the situation? After a few moments discuss the answer (c).  |  |
| Since our zoo is known for its array of animals and high quality service, many famous guests visit our facility.  | Tell Trainees to turn to page ten in their manual Turn to PowerPoint page number sixteen. Switch to Next Trainer to Present |
| When preparing for a VIP visit, make sure you get all the details of the visit including the date, time of arrival, and estimated time of the total visit. We want to make sure we are fully prepared for the visit, so having these details correct is very important. Ask the visitor if they would like the zoo closed for the day, in order to have this done, we will need to know in advance when they plan on visiting. It vital to know what the visitor is comfortable with as far as paparazzi and security, whether they want no paparazzi and security with them at all times, or if they do not care.  |  Turn to PowerPoint page number sixteen. Point to Information on Slide |
| In order to address the situation, it is imperative to know what the guest is comfortable with, that way we are able to accommodate to their needs. Make sure crowds do not form around guest, they are here to enjoy their visit just like any other guest and we want to make sure they are able to do so.  |  Turn to PowerPoint page number sixteen. |
| It is important to keep employees of the zoo informed on the situation so if a crowd forms, other help can be pulled in to defuse the crowd. Remaining confident is key when handling the crowds.  |  Turn to PowerPoint page number sixteen. |
| Last question! Read the question on the bottom of page 10, What is the first thing you must find out about the guest? Discuss the answer (b).  |  |
| Now that you are all informed on the different main zoo situations, let’s apply your knowledge. Here is a case study and it reads: John is with his family enjoying a day at the zoo. He notices some young teens fooling around near one of the open-top lion cages. He sees the kids pushing each other around and joking about going over the railing in to the cage. All of a sudden John hears a loud thud and the kids start panicking. One of the hoodlums is now in the cage! He sees a zoo employee nearby attending to some trash on the ground. Please answer the questions below the case study and once everyone is finished we will discuss them. | Tell Trainees to turn to page 11 in their manuals. Game Activity Switch to Next Trainer to Present |
| Now for another case study! Bill and Jan are with their two children, Emily and Ben, enjoying a trip to the zoo. The young married couple thought it would be a fun family trip for them and their five-year-old twins. Each parent had the hand of one of the children. Bill heard Emily talking about going to the gift shop, but he told her they would go at the end of their trip and to stay with them. Both parents told their children about what to do if they got separated. Bill, who was holding Emily’s hand, let go for a moment to photograph the flamingos, his favorite animal, while Jan and Ben walked ahead. When Bill went back to hold Emily’s hand, he could not find her. Please answer the following questions and then we will discuss when everyone is complete. | Tell Trainees to turn to page 12 in their manuals. Game Activity |
| Finally, for the last activity we are going to role play! The instructors will act out two scenes for each scenario that we discussed. One scene will be the correct actions and one will be incorrect. As a group, you must decide which scene is correct or incorrect. We will discuss what was done well and what was not done well in order to better understand how to respond to different events. | Tell Trainees to turn to page 13 in their manuals. Game Activity Switch to Next Trainer to Present |
| Act one will go as followed:One: Acting out the incorrect response to a guest in a cage. The table in the front of the room will act as an open-top cage. Person one, a father of a family, will be casually strolling along enjoying the zoo with his family when he sees person two and person three, two teenagers, fooling around near an open-top lion cage. Person two and person three will push each other around jokingly. Person three will jokingly say, “How funny would it be if I pushed you into the cage?”Person two will respond chuckling, “that would be so funny!”Person two and person three will continue to fool around near the cage.Person one will hear a loud thud (narrator smacking the table), person two will scream and person one will see person two in the lion cage. Person one will spot person four, a zoo employee, tending to the trash.Person one voluntarily jumps into the lion cage in attempts to help the guest without informing any zoo employees of the situation. |  |
| Act two will go as followed:Two: Acting out the correct response to a guest in a cage. The table in the front of the room will act as an open-top cage. Person one, a father of a family, will be casually strolling along enjoying the zoo with his family when he sees person two and person three, two teenagers, fooling around near an open-top lion cage. Person two and person three will push each other around jokingly. Person three will jokingly say, “How funny would it be if I pushed you into the cage?”Person two will respond chuckling, “that would be so funny!”Person two and person three will continue to fool around near the cage.Person one will hear a loud thud (narrator smacking the table), person two will scream and person one will see person two in the lion cage. Person one will spot person four, a zoo employee, tending to the trash.Person one says to person four, “excuse me, there is a guest who fell in the lion cage who needs assistance asap!” |  |
| Act three will go as followed:Three: Acting out the incorrect response to a missing child.Person one and person two, parents of five year old twins, take their children, person three and person four to have a fun day at the zoo.Person one will be holding person three’s hand and person two will be holding person four’s hand.Person three says to person one, “Dad, come on take me to the giftshop!” Person one replies, “Emily, we will go I promise, but just stay with us and wait until the end.” Person one says, “Look! It’s the flamingos, my favorite!” and let’s go of person three’s hand to photograph them. Person two and person four continued to walk on to the next animal.Person one will go back to hold person three’s hand again, and realize that person three is not there anymore. Instead of panicking, person one will continue to walk along and catch up with person two and person four. |  |
| Act four will go as followed:Four: Acting out the correct response to a missing child.Person one and person two, parents of five year old twins, take their children, person three and person four to have a fun day at the zoo.Person one will be holding person three’s hand and person two will be holding person four’s hand.Person three says to person one, “Dad, come on take me to the giftshop!” Person one replies, “Emily, we will go I promise, but just stay with us and wait until the end.” Person one says, “Look! It’s the flamingos, my favorite!” and let’s go of person three’s hand to photograph them. Person two and person four continued to walk on to the next animal.Person one will go back to hold person three’s hand again, and realize that person three is not there anymore. Person one will look around in the area to see if person three is around, then will immediately go to zoo security and inform them that person three is missing.  |  |