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

 Trainee Manual

New Zoo Employees



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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.

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***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

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Escaped Animals

CAUSES OF ESCAPED ANIMALS

* Animals breaking through cages
* Inadequate closure of a cage
* Accidental release of animals

SPOTTING ESCAPED ANIMALS

* Level I: Dangerous animals spotted out of cage
* Level II: Moderately large, less aggressive animals out of cage
* Level III: Not aggressive animal out of cage

AVOID THE SITUATION

* Do not touch the cage
* Employees double check that cage is secure
* Be cautious
* Monitor guests to make sure they are not touching cages

IF YOU ARE CAUGHT IN SITUATION

* Remain calm
* Do NOT confront the animal
* Find emergency exits
* Notify zoo employee

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PROPER COMMUNICATION

* Use appropriate dialect and tone to keep guests calm
* Display confidence
* Communicate with employees in other parts of zoo
* Keep the guests in the situation under control
	+ Directly call animal control for levels I and II

POLL QUESTION:

What are some techniques that can be used to avoid the situation?

a) Keep guests away from cages

b) Double check that cages are locked

c) Be cautious

d) All of the above

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Shooter/Hostage

WHAT TO LOOK FOR

* Suspicious activity

HOW TO PROPERLY ADDRESS THE SITUATION

* Understand the levels of emergency
* Evacuate guests
* Call 911
* Keep other areas of the zoo in lockdown
* Keep other zoo employees updated on the situation

PROPER COMMUNICATION

* Use appropriate dialect and tone to keep victim calm
* Display confidence
* Communicate with other zoo employees
* Keep the guests in the situation under control
	+ Directly call 911

POLL QUESTION:

When confronted with a shooter situation, an employee should always call 911.

1. True
2. False

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Guest Trapped in a Cage

WHAT TO LOOK FOR

* Level of emergency
* Age of trapped guest
* Aggressiveness of animal

HOW TO ADDRESS THE SITUATION

* Alert all employees/security
* Keep guests calm and help them to emergency exits
* Keep other guests away from the area
* Distract the animal to keep it away from the guest

HOW TO AVOID THE SITUATION

* Stand back from open cages/areas
* Do not horse-play around near the cages
* Employees monitor the activity around the cages
* Employees address any misbehavior around the cages

PROPER COMMUNICATION

* Use appropriate dialect and tone to keep victim calm
* Display confidence
* Communicate with other zoo employees
* Keep the guests in the situation under control
	+ Directly call 911
	+ Call zoo security

POLL QUESTION:

What are two actions to take in this situation?

a) Keep guests calm

b) Get guests rowdy

c) Call 911

d) Draw animal toward guest

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Missing Person

RECOGNIZING THE SITUATION

* Disgruntled family members
* Alarmed/confused child
* Upset family members/ child

HOW TO ADDRESS THE SITUATION

* Children/”At Risk” person(s) will get stamped upon entering the zoo
* Employees will contact other areas of the zoo
* All areas of the zoo will be monitored for the missing person
* Keep family calm
* When found, keep missing person calm

PROPER COMMUNICATION:

* Use appropriate dialect and tone to keep victim calm
* Display confidence
* Communicate with other zoo employees
* Keep the guests in the situation under control
	+ Directly call 911

POLL QUESTION:

What is the precaution taken to avoid the situation?

1. Children get nametags
2. Children get wristband
3. Children get stamped

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V.I.P Guest Visit

HOW TO PREPARE FOR THE SITUATION

* Find out details of the visit
* Find out if zoo needs to be closed for the duration of visit
* Find out what the guest is comfortable with (i.e. paparazzi)

HOW TO ADDRESS THE SITUATION

* Understand what the guest wants
* Keep all guests happy and accommodate their needs
* Keep crowds away

PROPER COMMUNICATION:

* Use appropriate dialect and tone to keep guests calm
* Display confidence
* Communicate with other zoo employees

POLL QUESTION

What is the first thing you must find out about the guest?

1. Tell everyone you know who is visiting
2. Find out the details of the visit
3. Tell the paparazzi the details of the visit

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Case Studies

* 1. 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.

What should John do?

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What warning signs did John notice?

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* 1. 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.

 What should Bill do next in the situation?

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What can you, as an employee do if you see Emily alone, or Bill looking confused?

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What can Emily do in the situation now that she is away from her parent?

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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.

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