

Asia Quest Aviary: Protocols and Messaging

Mission in Action:

When guests visit the Aisa Quest Aviary, they will:

Feel:	Safe while visiting our parks
	A sense of belonging - developing a sense of community
	An emotional connection and empathy for wildlife
Learn:	The stories of individual animals in our care (e.g., name, age, personality, etc.)
	Excellent animal wellbeing is a top priority
Act:	Connect with, and appreciate nature – be a respectful wildlife observer

We will meet these objectives by:

- Welcoming guests to the Aviary (**belonging**) and setting up expectations using positive language, so guests know what to expect during their visit and what is expected of them (**safety** and **respectful wildlife viewing**).
- Observing throughout the habitat to ensure guests are behaving appropriately and the animals are comfortable (**safety** and **respectful wildlife viewing**).
- Demonstrating for guests how to be a respectful wildlife observer and modeling appropriate behavior (**respectful wildlife viewing**).
- Learning about the guests through observation and asking them questions. Sharing **stories** of our animals that are likely to be relevant or of interest to them (**belonging; emotional connection**).
- Observe that guests are utilizing the double-door system correctly – details below. (**safe**).
- Thank the guests for visiting and being respectful of the animals and their habitat (**belonging**).

Meeting these objectives supports our mission: **Empowering People. Saving Wildlife.**

Hours of Operation

Intended hours of operation are below and are subject to change.

- April 3 - April 30 – 9am-5pm, weekends only, plus 3rd
- May 1 - 22 – 9am-5pm,
- May 23 – August 16 – 9am-6pm, (May 30 – 9am-3pm)
- August 17-August 31 – 9am-5pm
- September 1 – 30 – 9am-5pm weekends only, plus Labor Day (7th)
- October 1 – 25 – 10am-6pm weekends only

Procedures and Protocols

General Protocols:

- Permitted items: strollers, wheelchairs, and other mobility devices, food and drinks (should be covered/closed)
- Items not permitted for animal wellbeing: open umbrellas
- Respectful wildlife viewing should be demonstrated by walking and avoiding loud noises.
- Only open one door at a time in each vestibule.
- All guests must wear a shirt and shoes to enter.
- Guests must remain on the path.

- Touching and feeding the animals in the aviary is not permitted.

Protocols for Education Volunteers and Staff:

- Two Education team members (volunteers or interpreters) are required to open the Aviary for the safety of our animals and guests.
- ZooAides should not be the only team members present in the Aviary.
- Opening shift:
 - Bring Asia Quest Aviary radio, clicker, water cooler (when applicable), and bag from the Education Building.
 - Enter the aviary through the guest entrance once Animal Care has finished preparing the aviary and unlocks the entry door.
 - Place the water cooler in the stand, and move the storage bin from the entry vestibule and place it under the bench.
- Radio should remain on channel 8. If assistance is needed regarding the animals, call the Asia Quest Animal Care Team on channel 2, then switch back to channel 8.
- Bags and other team members' items should be placed in tote provided under bench.
- Water bottles should remain with team members.
- If a bird or tortoise is on or near the path, a team member should be in the area. Ask guests to give the animal plenty of space as they pass.
- If a tortoise is blocking the entrance or exit door and isn't moving, team members can carefully pick it up, keeping it low to the ground, and move it so that the door can be opened. Education Team Members can call Asia Quest Animal Care on Channel 2 if they aren't comfortable moving the tortoise or if they need assistance.
- Closing shift:
 - Clear the area of guests and remain until Animal Care locks the doors.
 - Move the storage bin from under the bench and place it in the entry vestibule.
 - Return Asia Quest Aviary radio, clicker, water cooler (when applicable), and bag to the Education Building.

Animal Containment Protocols:

- If an animal is in the vestibule area, ensure the exterior vestibule doors remain closed. Keep your eye on the animal.
- Call Asia Quest Animal Care (Channel 2). State the animal's location and wait for further instructions.

Cold Weather Guidelines

- For the wellbeing of our team members, the Asia Quest Aviary will not be open if the temperature is below 40 degrees.
- Closures of the Aviary will be communicated on the Visitor Engagement Portal.

Hot Weather Guidelines:

- The Aviary will remain open during hot weather with the following accommodations:
 - Portable personal fans available in the Education Building
 - Water cooler for hydration
 - Shade (prioritize spending time in the shade during your shift)
- If these accommodations do not meet your needs, or you have health concerns regarding the heat, please contact us to cancel your shift as early as possible.

Emergency Weather Response:

If potentially dangerous weather conditions are imminent, a Level 2 Weather Emergency will be announced on all radio channels as a Security Alert. This alert may also include notice that all rides are temporarily closed. Upon activation of a Level 2 Weather Emergency, or the announcement of all rides being closed, the Asia Quest Aviary will close until the alert has been cleared. Asia Quest Animal Care staff are responsible for closing and securing the Aviary.

ZooAides:

- For thunder and lightning: seek shelter inside the Asia Quest Building or return to the Education Building.
- For tornadoes or imminent severe weather: immediately seek shelter in the closest bathrooms.
- Once in a safe space: call or text 614-724-3420 to let the ZooAide Supervisor know your location and the team members with you.

Adults (volunteers or interpreters):

- Clear the aviary of guests and, if appropriate, encourage them to seek shelter.
- Stay until Animal Care staff has locked the habitat.
- Seek shelter inside the Asia Quest Building for thunder and lightning, or the closest bathrooms for tornadoes or imminent severe weather.
- Once in a safe space: call or text 614-724-3483 (or radio on channel 8) to alert the Daily Contact of your location and the team members who are with you.

Emergency Response: Refer to Safety and Security Training

Service Animal Policy:

- Service animals are permitted anywhere that guests have access to in the Asia Quest Aviary.
- If you notice a concerning response from the aviary birds or tortoises, contact the Asia Quest Animal Care staff on Channel 2.

Volunteer and Staff Roles

Education Team Members:

- **All Team Members:**
 - Engage and educate guests by introducing the animals and providing interpretive messaging. Let the moment guide the message and gauge the interest of the guest.
 - Demonstrate and encourage guests how to be a respectful wildlife observer by walking, using a quiet voice, and giving the animals plenty of space.
 - Encourage guests to be respectful of the habitat by storing food and drink out of sight and disposing of trash and recyclables appropriately.
- **Greeter:**
 - Welcome guests and communicate expectations (rules and guidelines) appropriate to the group as they enter the aviary.
 - Should monitor the entrance doors to ensure guests are utilizing the double-door system for animal safety.
 - Can position themselves anywhere along the first half of the path based on the frequency of

guests, shade availability, and animal location.

- If the aviary is overly busy, or you need to tend to a situation, you can ask guests to wait in the vestibule.
- When possible, engage with guests by introducing animals, using names when appropriate, and sharing stories about them.

- **Floater:**

- Can position themselves anywhere along the path based on the frequency of guests, shade availability, and animal location.
- When needed, remind guests to walk, stay on the pathway, and be respectful of the animals and their habitat.
- Engage with guests by introducing animals, using names when appropriate, and sharing stories about them.

- **Exit:**

- Monitor the exit door to ensure animal safety.
- Can position themselves anywhere along the second half of the path based on the frequency of guests, shade availability, and animal location.
- When possible, engage with guests by introducing animals, using names when appropriate, and sharing stories about them.
- Thank guests for visiting.

Animal Care Team Members:

- Unlock and lock the Asia Quest Aviary each day
 - The contact area will be unlocked at the designated opening time. Education team members should only call Animal Care if the doors haven't been unlocked at the designated time.
- Respond to animal needs, concerns, and emergencies.

Team Member Training

Education Team Members: An online training session is required yearly, and new volunteers complete 3 trainee shifts in the area. The operations protocol is discussed in detail during training.

Animal Care Team Members: The Asia Quest Animal Care team members receive training on all aspects of the Asia Quest Aviary, animal care, and animal wellbeing. Keepers receive an initial training period when hired.

Animal Wellbeing: Choice and Control

Animals in the Asia Quest Aviary are allowed to occupy any area in the aviary. A portion of this habitat is the path guests travel. Guests must remain on the path and are not permitted to touch or feed the animals. A substantial portion of the aviary is shared with guests. Animals are monitored for stress and always have the choice to move/fly away.

Guest Engagement Examples

Choice and Control

Mission-based Outcome: Learn that excellent animal wellbeing is a top priority.

- Animals can roam freely throughout their habitat and can choose who to spend their time with. Interactions between individual animals and different species is one of the enriching benefits to a mixed species habitat like this one. Animals have the option of sharing space closer to or

further away from guests, too. Guests and Team Members have to stay on the path, but animals have lots of trees, shelters, and more distant areas to enjoy.

- Think of it like when you have guests over at your house. Do you want everyone in your bedroom to hang out? That might be okay with some close friends, but our rooms are also places we might go to be alone and rest. We can choose to come out into community spaces, like living rooms or kitchens, when we feel like being social.