

Safety Policies and Procedures for Training Giraffe at Cheyenne Mountain Zoo

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Cheyenne Mountain Zoo

Hoof Care

- 18/18 Giraffe
 - Farrier Trims
 - Hoof X-rays



Social Media

The screenshot shows a web browser window displaying a Facebook group page. The browser's address bar shows the URL <https://www.facebook.com/groups/183831431787028/>. The page title is "Giraffe Training and Enrichment".

Left Sidebar:

- Profile:** Amy Schilz (Edit Profile)
- Navigation:** News Feed, Messages (17), Events (3), Saved (2)
- PAGES:** World Giraffe Day..., Pages Feed (20+), Like Pages, Create Page, Create Ad
- GROUPS:** Giraffe Training a..., Evil Doers, Training Carnivores (8), Animal Trainers (2), Felid Husbandry, Okapi Keepers W... (20+), The Shape of Enric... (2), Animal Enrichment (4), Awesome Animal E... (6), You know you're ... (20+)

Main Content Area:

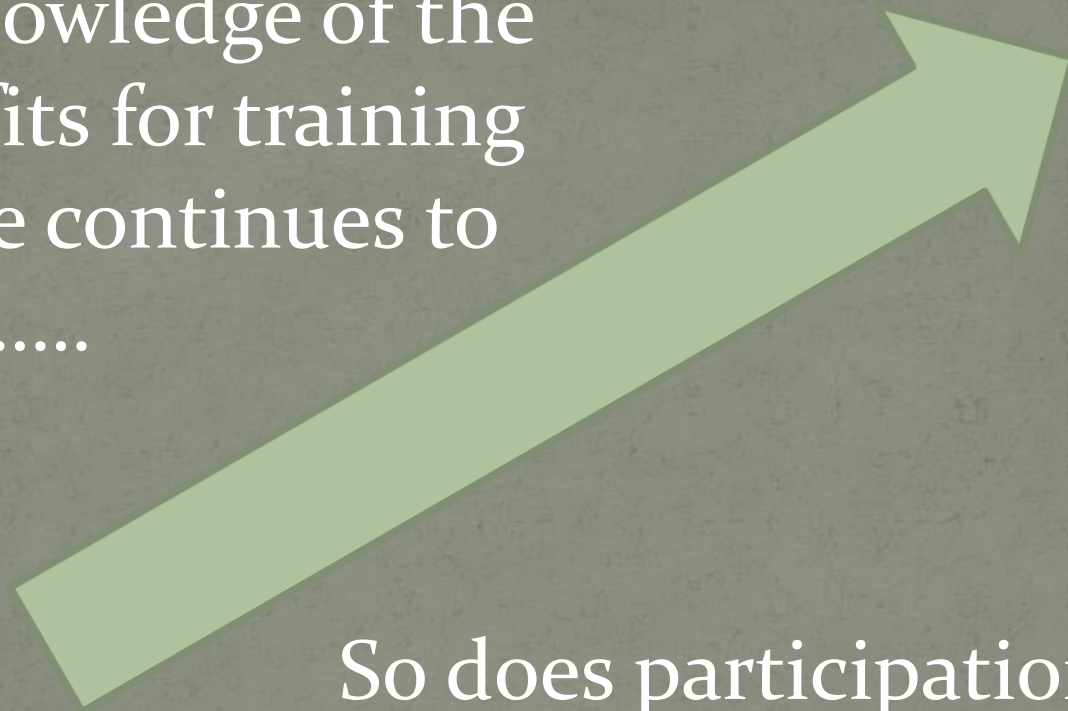
- Group Cover Image:** A close-up photo of a giraffe's face.
- Group Name:** Giraffe Training and Enrichment
- Buttons:** Joined, Share, Notifications, and a three-dot menu.
- Navigation Tabs:** Members, Events, Photos, Files
- Search:** Search this group
- Post Options:** Write Post, Add Photo / Video, Ask Question, Add File
- Post Content:** "Write something..."
- Information Box:** Add information about your group.
- Recent Activity:** Ray Hren (6 hrs) posted "Silly giraffes!" with a photo of a giraffe.

Right Sidebar:

- ABOUT:** 640 members, Closed Group. Description: "This group was created for the wonderful people who care for captive giraffes. It is meant to be..."
- 640 members (1 new) - Invite by Email**
- + Add People to Group**
- What is this group about? Set tags**
- REQUESTS (2) See All**
- Erin S Allen** (12 friends in group)
- Kelly Rainbow**
- Chat (38)**

Taskbar: Windows 7 taskbar with icons for Internet Explorer, Chrome, File Explorer, VLC, PowerPoint, and Word. System tray shows the time as 7:37 PM on 3/4/2015.

As knowledge of the
benefits for training
giraffe continues to
grow.....



So does participation and
interest in hoof care training
programs

Safety

- As the information on hoof care training spreads, so should information on training safely.

**SAFETY
IS EVERYBODY'S
RESPONSIBILITY!**

Policies and Procedures

- CMZ has come up with written safety protocols for training giraffe.
- All giraffe staff had input – created a sense of “buy in”
- Policies and Procedures are located in the Giraffe Area Protocol Binder for easy reference.



Safety Policies

- Safety Debriefs
 - Occur before every training session
 - Include exit/escape route information
 - Guests/Visitors information on acceptable behavior
 - Assume everyone knows nothing
 - Decide who calls a code, who is operating doors



Door Safety-

- The trainer who is working the foot is responsible for working the door. This ensures that the trainer who is working the head can keep the giraffe's head up above the fire hose.
- Trainer working the giraffe's head must try to keep the giraffe's head up above the fire hose at all times, using positive reinforcement methods.

Door Safety



Wrong!



Keeper/Trainer Protocols:

- 2 Keepers MUST be present to work a giraffe at the fire hose or unrestricted contact
- Each keeper must be wearing a radio.
- Giraffe staff must be aware of their proximity to the giraffe at all times.

Keeper/Trainer Protocols

- Each trainer must communicate if they see signs of aggression or agitation. Hands must immediately come off the giraffe if there are signs of aggression/agitation.



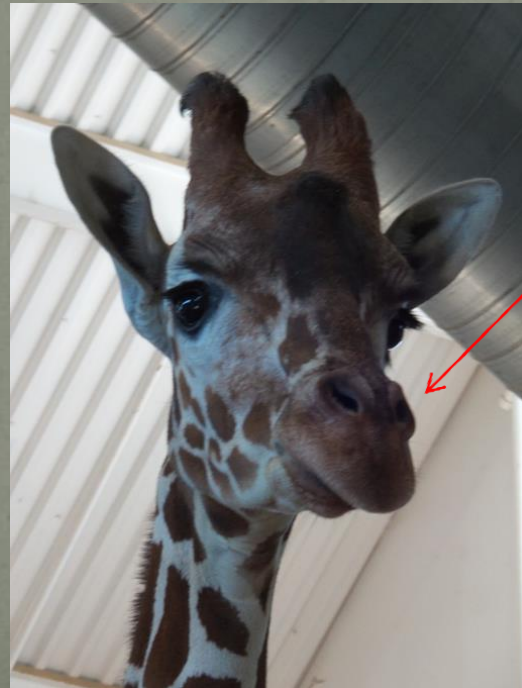
Keeper/Trainer Protocols

- Each trainer is responsible for holding each other accountable for watching the giraffe's behavior.
- If one trainer says they are uncomfortable during the session, the session must end.



Safety Protocols

- Giraffe that look agitated (nostrils flared, running stomping, etc.) should not be worked at the fire hose. Once they have calmed down, they can be asked to re-enter the space.



Possible Indicators of Aggression or Agitation:

- Flared Nostrils
- Snorting
- Stomping
- Skin Twitching
- Ears flapping
- Tail Swishing
- Running
- Kicking

Always remember

- Every animal has the right to say “no”.
- When they say no, please listen. It prevents further aggression.



Right to Say “No”

- Muziki video here

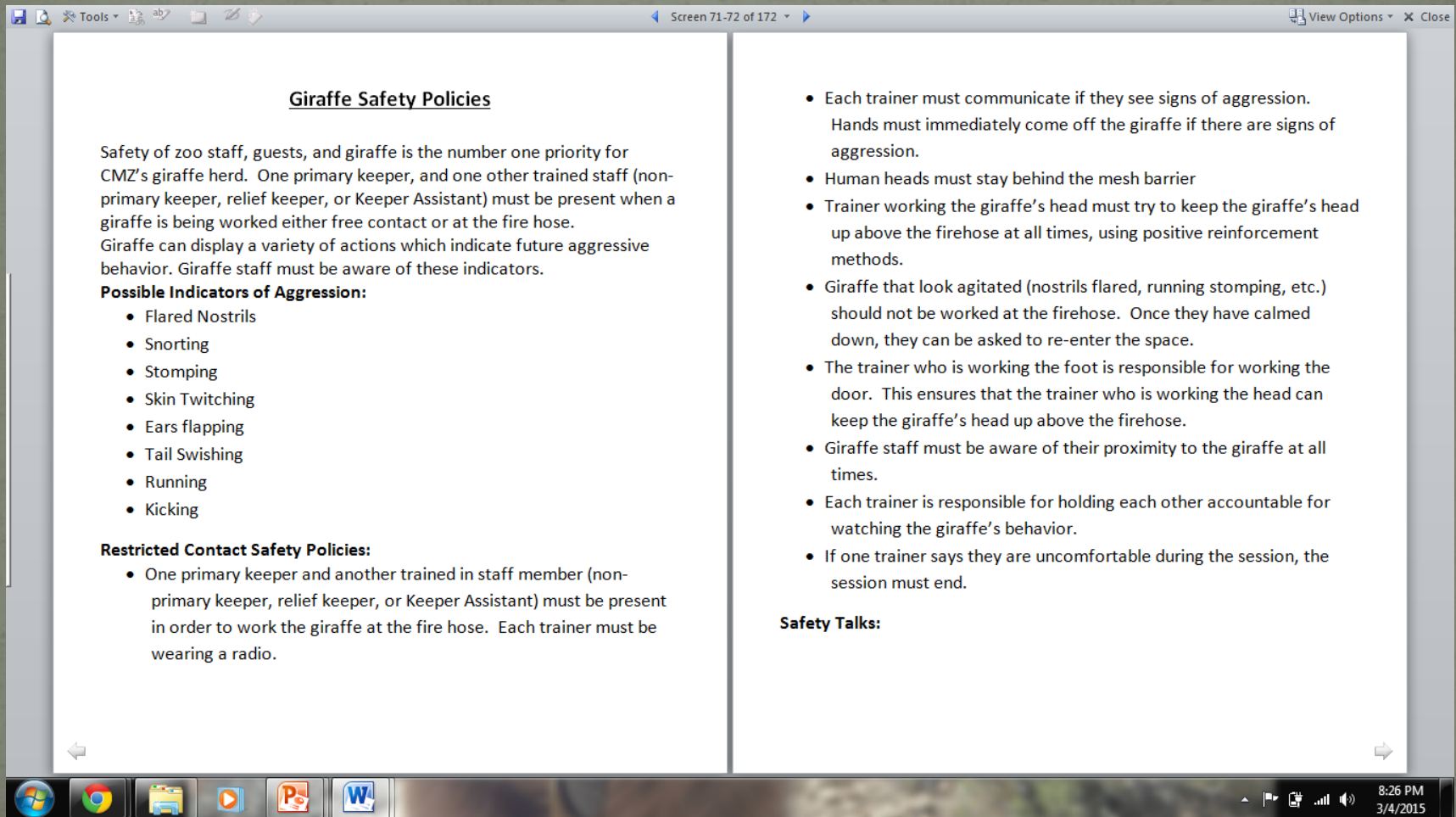
For video, contact
Amy Schilz
aschilz@cmzoo.org

Right to Say “No”

- Mischana

For video, contact
Amy Schilz
aschilz@cmzoo.org

Clear Expectations and Guidelines- restricted vs. unrestricted



The image is a screenshot of a presentation slide titled "Giraffe Safety Policies". The slide is divided into two main sections. The left section discusses general safety policies and lists indicators of aggression. The right section lists specific safety policies for restricted contact and provides a list of safety talks. The slide is presented in a window titled "Screen 71-72 of 172".

Giraffe Safety Policies

Safety of zoo staff, guests, and giraffe is the number one priority for CMZ's giraffe herd. One primary keeper, and one other trained staff (non-primary keeper, relief keeper, or Keeper Assistant) must be present when a giraffe is being worked either free contact or at the fire hose. Giraffe can display a variety of actions which indicate future aggressive behavior. Giraffe staff must be aware of these indicators.

Possible Indicators of Aggression:

- Flared Nostrils
- Snorting
- Stomping
- Skin Twitching
- Ears flapping
- Tail Swishing
- Running
- Kicking

Restricted Contact Safety Policies:

- One primary keeper and another trained in staff member (non-primary keeper, relief keeper, or Keeper Assistant) must be present in order to work the giraffe at the fire hose. Each trainer must be wearing a radio.

- Each trainer must communicate if they see signs of aggression. Hands must immediately come off the giraffe if there are signs of aggression.
- Human heads must stay behind the mesh barrier
- Trainer working the giraffe's head must try to keep the giraffe's head up above the firehose at all times, using positive reinforcement methods.
- Giraffe that look agitated (nostrils flared, running stomping, etc.) should not be worked at the firehose. Once they have calmed down, they can be asked to re-enter the space.
- The trainer who is working the foot is responsible for working the door. This ensures that the trainer who is working the head can keep the giraffe's head up above the firehose.
- Giraffe staff must be aware of their proximity to the giraffe at all times.
- Each trainer is responsible for holding each other accountable for watching the giraffe's behavior.
- If one trainer says they are uncomfortable during the session, the session must end.

Safety Talks:

8:26 PM
3/4/2015

Incident Report Forms

- Modeled after our elephant area (manager also runs that area)
- Keeps everyone in the loop
- Tracks incidents, recognize patterns, possible escalations.
- Not viewed as a keeper's mistake, just as information

Incident Report Forms



Giraffe Incident Report

Date of Report: 28 November 2014

Date of Incident: 28 November 2014

Time of Incident: 11:45 pm

ID# and Giraffe(s) Involved: Msichana 28M038

Name and title of Employee(s) Involved: Diana, Amy, and Dr. Eric were present.

Person filling out report: Amy Schiltz/Diana Cartier

Details of the Incident:

Msichana was being trained for footwork in G5. Dr. Eric brought down the laser equipment, and we were going to desensitize her to it. She was hesitant to put her left foot on the block, and we needed to reposition her so she would face us at a safer angle. We asked her to back up, and she rolled the block into the stall with her foot. We backed her up further so that we could pull the block out. Diana reached in to pull out the block, and Msichana picked up her left front foot and swung it out directly towards Diana. Msichana was far enough back that there was no way she would have hit her, but it definitely looked like aggression.

Did the Incident result in injury to employee(s), guest(s) or giraffe(s)? If yes please describe.
No.

Describe any giraffe behavioral precursors to Incident (if any):

No tail swish, we weren't touching her. It was unusual, we have never seen her do this before.

To the extent the Incident could have been avoided, explain steps that could have been taken to avoid it:

We could have shifted her out of the stall to pull the block, or used a tool to pull the block out

Additional Comments:

FOR SUPERVISOR USE ONLY BELOW

Date Incident investigated by Area Manager and/or DAC:

Describe any deviations from Standard Operating Procedures and/or supervisor instructions:

What changes have been made or are under consideration as a result of the incident, if any, to the Standard Operating Procedures, facilities and/or management practices?

If there are no changes being made or considered, what steps have been taken to prevent recurrence of a similar Incident?

Additional Comments:

Area Manager Name (print & signature):

Incident Report Forms

- Make it your goal to achieve NO AGGRESSION during your sessions.



Chute Giraffe

- 2 out of 18 get worked in the chute
- It was much, much harder to train these giraffe. We still wanted to stick with positive reinforcement and choices.

For video, contact
Amy Schilz
aschilz@cmzoo.org

How can we make this safer?

For video, contact
Amy Schilz
aschilz@cmzoo.org

Questions?

For more information, please contact:

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Amy Schilz: aschilz@cmzoo.org