

MINNESOTA ZOO  
Affirmative Action Plan  
2010 – 2012

This document can be made available upon request in alternative formats such as large print, Braille, or on audiotape, by calling 952.431.9212

## **AFFIRMATIVE ACTION OFFICER/DESIGNEE AND DUTIES**

The persons responsible for directing and implementing the Zoo's Affirmative Action program and their specific responsibilities, accountabilities, and duties are as follows:

**1. The Director**, Lee Ehmke, of the Minnesota Zoological Garden (hereafter referred to as the Minnesota Zoo or the Zoo) shall be responsible for the Zoo's Affirmative Action program. The Director may assign responsibility for its continued implementation to the Affirmative Action Officer (AAO).

**2. The Affirmative Action Officer**, Tresa Fasnacht (or other Human Resources designee), shall be responsible for developing and implementing the Zoo's Equal Opportunity and Affirmative Action programs to ensure the agency's compliance. The Affirmative Action Officer will report to the Director on progress made in affirmative action and assistance to employees, implement the Affirmative Action program and perform the following duties:

- a. Disseminate information relative to the Zoo's Affirmative Action Plan.
- b. Review, audit, and evaluate program success.
- c. Assist management in the identification of problem areas and in arriving at solutions to problems.
- d. Monitor the Zoo's Affirmative Action Plan to stimulate action and compliance as necessary.
- e. Serve as liaison between the Zoo and protected group organizations and community action groups.
- f. Advise and assist supervisors and managers with respect to affirmative action in their assigned departments.
- g. Prepare an annual report of the Zoo's Affirmative Action Program and make recommendations for the coming year.

## **COMMUNICATION OF AFFIRMATIVE ACTION PLAN**

### ***INTERNAL***

1. A copy of this Affirmative Action Plan will be forwarded to all Zoo work areas and posted on all official bulletin boards. All local union officials shall also receive a copy.
2. The Affirmative Action Plan shall be placed on the Zoo's public drive where it is available along with all of the Zoo's other policies.
3. All new employees receive a copy of the Zoo's Affirmative Action policy in orientation.
4. All new supervisors and managers will be advised of the Zoo's policy and program requirements during their orientation and subsequent training.
5. Tresa Fasnacht (or other Human Resources designee) is the contact for the internal complaint procedure, as well as the ADA Coordinator for the reasonable accommodation process.

### ***EXTERNAL***

1. The 2010-2012 Affirmative Action plan will be posted on the Minnesota Zoo's web site.
2. A copy of the Director's Statement of Commitment to equal employment opportunity shall be posted on the Zoo's Human Resources bulletin board and may otherwise be made available to each applicant for employment upon request.
3. A copy of the Affirmative Action Plan shall be made available, through the Affirmative Action Officer, upon request, to any applicant for employment upon request.
4. All specifications for contract work will include the following statement: "The Minnesota Zoological Board has adopted a policy that it will not discriminate in employment practices on the basis of age, color, creed, marital status, national origin, disability, race, religion, sexual orientation, membership, or activity in a local commission, or status with regard to public assistance. It has agreed to take affirmative action to recruit protected group members into its employment and it will transact business only with firms who have adopted similar nondiscriminatory and affirmative action policies."
5. A conscious effort will be made when developing advertising and information brochures which use pictures or lists of names of employees to provide a balance of race, disability status, and sex distribution as a demonstration of the intent of the equal opportunity policy.
6. An equal opportunity poster(s) and appropriate slogans will be displayed in prominent place(s) on the Zoo site.
7. All agency recruiting advertising will carry the "Equal Opportunity Employer" slogan.

## **COMPLAINT PROCEDURE**

### ***Statement of Policy***

It is the policy of the Minnesota Zoo to prohibit harassment of its employees based on race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age. This prohibition with respect to harassment includes both overt acts of harassment and those acts that create a negative work environment. Any employee subjected to such harassment should file a complaint internally with the Minnesota Zoo's Affirmative Action Officer designee. If the employee chooses, s/he may file a complaint externally with the Minnesota Department of Human Rights, the Equal Employment Opportunity Commission, or through other legal channels. These agencies have time limits for filing complaints, so individuals should contact the agencies for more information. In extenuating circumstances, the employee should contact the Office of Diversity and Equal Opportunity at the Minnesota Management & Budget for information regarding the filing of a complaint. Any unintentional or deliberate violation of this policy by an employee will be cause for appropriate disciplinary action.

Each employee is responsible for the application of this policy. This includes initiating and supporting programs and practices designed to develop understanding, acceptance, commitment, and compliance within the framework of this policy. All employees must be informed that harassment is unacceptable behavior. The Affirmative Action Officer designee will be expected to keep the Minnesota Zoo and its employees apprised of any changes in the law or its interpretation regarding this form of discrimination. The Affirmative Action Officer designee is also responsible for:

1. Notifying all employees, and orienting each new employee who is hired, of this policy; and
2. Informing all employees of the complaint procedure and ensuring that all complaints will be investigated promptly and carefully.

### ***Definitions***

Discriminatory harassment is any behavior based on protected class status which is not welcome, which is personally offensive, which, therefore, may effect morale and interfere with the employee's ability to perform. For example, harassment based on national origin has been defined by the U.S. Equal Employment Opportunity Commission as "Ethnic slurs and other verbal or physical conduct relating to an individual's national origin."

Sexual harassment has also been specifically defined by the Minnesota Human Rights Act, which states in regard to employment, that:

"Sexual harassment" includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication of a sexual nature when: (1) submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of obtaining employment; (2) submission to or rejection of that conduct or communication by an individual is used as a factor in decision affecting that individual's employment; or (3) that conduct or communication has the purpose or effect of substantially interfering with an individual's employment, and in the case of employment, the employer knows or should know of the existence of the harassment and fails to take timely and appropriate action.

It is possible for discriminatory harassment to occur: 1) among peers or coworkers, 2) between managers and subordinates, or 3) between employees and members of the public. Employees who experience discriminatory harassment should bring the matter to the attention of the Minnesota Zoo's Affirmative Action Officer designee. In fulfilling our obligation to maintain a positive and productive work environment, the Affirmative Action Officer designee and all employees are expected to address or report any suspected harassment or retaliation.

Varying degrees of discriminatory harassment violations can occur and require varying levels of progressive discipline. Individuals who instigate harassment are subject to serious disciplinary actions up to and including suspension, demotion, transfer, or termination. Additionally, inappropriate behaviors that do not rise to the level of discriminatory harassment, but are none the less disruptive, should be corrected early and firmly in the interests of maintaining a barrier-free work place. Individuals who participate in inappropriate behaviors at work are also subject to disciplinary actions.

### ***MINNESOTA ZOO DISCRIMINATION COMPLAINT PROCEDURE***

Any employee, applicant, or eligible of the Minnesota Zoo who believes that she/he has experienced discrimination or harassment based on his/her race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age may file a complaint of discrimination. Employees who are terminated must file their complaint within 30 days of their actual separation.

All Minnesota Zoo employees and applicants have access to the Minnesota Zoo Affirmative Action Complaint Procedure. The Affirmative Action Complaint Procedure is designed to resolve complaints internally before seeking redress from an outside authority. While all employees and applicants have the right to file their complaint with the Minnesota Department of Human Rights, EEOC, or other legal channels at any time, employees are urged to use this internal procedure before doing so. Anyone filing a complaint under this procedure shall do so without fear of coercion, reprisal, or intimidation.

Discriminatory harassment shall respond promptly to any and all requests by the Affirmative Action Officer (AAO) for information and for access to data and records for the purpose of enabling the AAO to carry out his/her responsibilities under the complaint procedure. The failure of any employee to comply with the requests of the AAO shall be reported to his/her immediate supervisor and/or the Director and shall be subject to appropriate disciplinary action.

### ***DEFINITIONS***

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### ***RESPONSIBILITY OF ZOO EMPLOYEES***

All employees shall respond promptly to any and all requests by the Affirmative Action Officer (AAO) for information and for access to data and records for the purpose of enabling the AAO to carry out his/her responsibilities under this complaint procedure. The failure of any employee to comply with the requests of the AAO shall be reported to his/her immediate supervisor and/or the Director and shall be subject to appropriate disciplinary action.

### ***WHO MAY FILE***

Any employee, applicant, or eligible of the Minnesota Zoo who believes that she/he has experienced discrimination or harassment based on his/her race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age may file a complaint of discrimination. Employees who are terminated must file their complaint within 30 days of their actual separation.

### ***THE COMPLAINT PROCEDURE***

The complaint procedure will be used for processing complaints of alleged discrimination or harassment based on the protected traits previously listed.

1. A complaint may be filed by completing the "Complaint of Discrimination Form" to be provided by the AAO. Employees are encouraged to file a complaint within a reasonable period of time after the individual becomes aware that a situation may involve discriminatory harassment. The AAO will provide assistance in filling out the form, if needed. The employee may also request and utilize the assistance of an appropriate union representative/steward at any step throughout the complaint process. However, the issue will not be considered nor treated as a grievance while the complaint procedure is being used. Upon written request by the employee, a copy of all information given to the employee will be given to his/her designated union representative.
2. The AAO will determine at the time the complaint is filed whether the complaint is alleging a violation of his/her right to equal employment opportunities on the basis of race, creed, color, sex, sexual orientation, age, national origin, religion, status with regard to public assistance, marital status, disability, or membership or activity in a local human rights commission, or whether the complaint is of a general personnel concern.
  - A. If it is determined that the complaint is not related to equal opportunity but rather to general personnel concerns, the AAO will inform the complainant, within ten (10) working days, of the decision, and of alternative procedures for resolution such as the Workplace Mediation Project.
  - B. If the complaint is related to equal employment opportunity, the AAO will notify all parties named as respondents within ten (10) working days. The notice shall be accompanied by a letter outlining the basic facts of the complaint and requesting response to the allegations from the respondent(s) within a specified time period.
3. The respondent(s) shall, within the time period specified by the notification, provide the AAO with a written answer setting forth his/her understanding of the situation or causes giving rise to the complaint. If

the respondent(s) fail to answer within a specified time period, the allegations contained in the complaint will be considered to be denied by the respondent(s) and the AAO shall proceed to investigate the case.

4. Keeping in mind that all data collected may at some point become evidence in civil or criminal legal proceedings against the respondent pursuant to state or federal statutes, a through investigation may include, but not be limited to, the following types of data:

A. Interviews or written interrogations will all parties involved in the complaint: complainant, respondent, their respective witnesses, officials having pertinent records or files, etc.

B. All records pertaining to the case whether they be written, recorded, filmed, or in any other form.

5. The AAO shall then investigate the complaint. At the conclusion of his/her investigation, the AAO shall review the findings and, if there is sufficient evidence supporting the complaint, the AAO shall notify the Director by letter. This letter shall include complaint summary and the AAO determination and recommendation for the corrective action. The Director shall accept, modify, or reject the AAO's recommendation and shall take such actions as deemed appropriate, and notify all parties.

6. If the AAO believes there is insufficient evidence to support the complaint, a letter will be sent to complainant, the respondent, and the Director dismissing the complaint.

7. The AAO shall maintain records of all complaints and any information or data pertaining to them.

8. The entire complaint procedure shall be completed within sixty (60) days of the filing of the complaint.

9. All dispositions of the complaints shall be filed with the Commission of Minnesota Management and Budget within thirty (30) days of final determination.

10. All documentation associated with a complaint shall be considered private information during the course of an investigation. After an investigation is completed, all documentation is subject to the Minnesota Data Practices Act.

## **GOALS AND TIMETABLES**

### ***PROTECTED GROUP – WOMEN***

1. Officials and Administrators – The utilization analysis shows that we are underutilized 1 woman for this group. We do not expect expansion in this job group, so we are not setting a goal for this group at this time.
2. Professionals – The utilization analysis shows that we are not underutilized for women.
3. Technicians (includes Paraprofessionals) – The utilization analysis shows that we are underutilized by 3 women. We expect some expansion in jobs in this group. Therefore, we are setting a goal to recruit and hire a woman in this group during this AA plan years of 2010 – 2012.
4. Protective Services – The utilization analysis shows that we are underutilized 1 women for this group. We do not expect expansion in this group. Therefore, we are not setting a goal for this group at this time.
5. Office/Clerical – The utilization analysis shows that we are not underutilized for women.
6. Skilled Craft - The utilization analysis shows that we are underutilized 2 women for this group. We do not expect expansion in this job group, so we are not setting a goal for this group at this time.
7. Service Maintenance – The utilization analysis shows that we are not underutilized for women.

### ***PROTECTED GROUP – MINORITY***

1. Officials and Administrators - The utilization analysis shows that we are not underutilized for minorities.
2. Professionals - The utilization analysis shows that we are underutilized 5 minorities for this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.
3. Technicians (includes Paraprofessionals) - The utilization analysis shows that we are underutilized 4 minorities for this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.
4. Protective Services - The utilization analysis shows that we are not underutilized for minorities.
5. Office/Clerical - The utilization analysis shows that we are not underutilized for minorities.
6. Skilled Craft - The utilization analysis shows that we are underutilized for 1 minority in this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.

7. Service Maintenance - The utilization analysis shows that we are underutilized 4 minorities for this group. We expect some expansion in jobs in this group. Therefore, we are setting a goal to recruit and hire 1 minority in this group during this AA plan years of 2010 – 2012.

### ***PROTECTED GROUP – PEOPLE WITH DISABILITIES***

1. Officials and Administrators - The utilization analysis shows that we are not underutilized for people with disabilities.

2. Professionals - The utilization analysis shows that we are underutilized 6 people with disabilities for this group. We expect some expansion in jobs in this group. Therefore, we are setting a goal to recruit and hire 1 person with disabilities in this group during this AA plan years of 2010 – 2012.

3. Technicians - The utilization analysis shows that we are underutilized 5 people with disabilities for this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.

4. Protective Services - The utilization analysis shows that we are underutilized 1 person with a disability for this group. We do not expect expansion in this group. Therefore, we are not setting a goal for this group at this time.

5. Paraprofessionals - The utilization analysis shows that we are not underutilized for 1 person with a disability.

6. Office/Clerical - The utilization analysis shows that we are underutilized 9 people with disabilities for this group. We do not expect expansion in this group. Therefore, we are not setting a goal for this group at this time

7. Skilled Craft - The utilization analysis shows that we are underutilized 2 people with disabilities for this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.

8. Service Maintenance - The utilization analysis shows that we are underutilized 6 people with disabilities for this group. Although we expect some expansion in jobs for this group, because of budget considerations, we are not choosing to set a goal for this group at this time.

## **PROGRAMS & PROGRAM OBJECTIVES**

1. Continue to support summer mentor programs for minorities from inner city schools.
2. Continue to support language days at the Zoo, honoring diversity through appreciation of language and culture.
3. Network with board members, managers, supervisors, and staff to encourage recruiting in specialized areas.

### **OBJECTIVES**

1. Continue training in the prevention of discriminatory harassment, zero tolerance of violence in the workplace, multicultural awareness, and the Americans with Disabilities Act.

#### **Steps**

- A. New staff will be scheduled to attend sexual harassment training.
- B. The Minnesota Zoo will offer opportunities for multicultural awareness training to all employees.
- C. Training will be provided for managers and supervisors on the Americans with Disabilities Act.
- D. A written Sexual Harassment and General Harassment policy will be provided to all employees during orientation and we require an annual review of these policies for all employees.

**Target Date for Completion: on-going**  
**Responsibility: Human Resources Office**

2. Continue to make stronger efforts to hire protected group members in underutilized categories.

#### **Steps**

- A. Actively participate in educational programs that target inner city youth and protected group members in an effort to create interest in the traditionally underrepresented scientific job categories at the Zoo.
- B. Attend at least 1 career fair targeted to protected group members each year of the 2010 – 2012 Affirmative Action Plan.

**Target Date for Completion: June 2012**  
**Responsibility: Human Resources office,**  
**Zoo Supervisors and Managers**

## **AUDITING, EVALUATING, AND REPORTING PROGRAM SUCCESS**

1. All vacancies approved for filling will be reviewed by the AAO to determine whether or not the agency is disparate in one or more protected categories in the job group for the vacancy.
2. If the Zoo has a vacancy in a job group with an unmet goal, we shall direct additional recruiting efforts toward those disparate group members.
3. Upon completion of all interviews the supervisor will discuss with the AAO his/her recommendation for hiring.
4. If a protected group member is selected, upon approval of the appropriate manager, he/she will be contacted and offered the position and procedures will begin to employ the protected group member (i.e. offer letter sent to selected individual).
5. If a non-protected group member is chosen to fill the vacancy and protected group members are available, the issue will be brought forward to the appropriate manager.
6. All hires will be documented and evaluated. Reports will be sent to the Director and Senior Managers two times per year.
7. If the manager sustains the supervisor's recommendation to hire a non-protected group member over an available group member, the AAO will so notify the Director since this will be a situation that will directly impact the Zoo's annual hiring goals for protected group members. The Director may choose to review the candidates' qualifications against the position vacancy needs and:
  - A. Direct the hiring of a protected group member be made; or
  - B. uphold the selection of a non-protected group member.

In the event of layoffs, the AAO shall review all possible layoff candidates to determine the impact on our affirmative action goals and timetables. The AAO shall notify the Director and Deputy Director of review results so the Director can consider the information when making final layoff determinations.

## ***AUDITING AND REPORTING SYSTEM***

The Zoo AAO will monitor and review internal actions, reports, and documents to analyze and measure the affirmative action program's effectiveness, as follows:

1. Review quarterly statistics on all eligible list hires, non-eligible list hires, terminations and discharges, including job classification, racial/ethnic group, sex, and disability status to determine:
  - A. Progress in meeting our hiring goals; and
  - B. to determine if a disproportionate number of disparate group members are leaving the Minnesota Zoo.
2. Review disciplinary actions taken during the past quarter including review of job classification, racial/ethnic group, sex, and disability status to determine if a disproportionate number of disparate group members are being dismissed.
3. Review recruitment sources and strategies used, and the results used to help fill specific vacancies for which there is under-representation to determine if our recruitment efforts are successful.
4. Review of discrimination complaints filed in the past quarter to determine if there are on-going patterns of discrimination.

5. Review of training provided to employees. This is analyzed for upward mobility impact and includes job assignment, job progression, promotion, and transfer by job classification, racial/ethnic group, sex, and disability.

An analysis of Zoo performance in meeting its goals that includes a comparison with previous quarters will be accomplished. An analysis of all protected group reports and "request to fill" forms and an on-going analysis of Zoo compliance will be accomplished.

## **REASONABLE ACCOMMODATION**

### ***Policy***

The Minnesota Zoo is committed to the fair and equal employment of people with disabilities. Reasonable accommodation is the key to this non-discrimination policy. While many individuals with disabilities can work without accommodation, other qualified applicants and employees face barriers to employment without the accommodation process. It is the policy of the Minnesota Zoo to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship. In accordance with the Minnesota Human Rights Act and the Americans with Disabilities Act, accommodations will be provided to qualified individuals with disabilities when such accommodations are directly related to performing the essential functions of a job, competing for a job, or to enjoy equal benefits and privileges of employment. This policy applies to all applicants, employees, and employees seeking promotional opportunities.

### ***Definitions***

#### ***Disability:***

For purposes of determining eligibility for a reasonable accommodation, a person with a disability is one who has a physical or mental impairment that materially or substantially limits one or more major life activities.

#### ***Reasonable Accommodation:***

A reasonable accommodation is a modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to enjoy an equal employment opportunity.

Examples of accommodations may include acquiring or modifying equipment or devices; modifying training materials; making facilities readily accessible; modifying work schedules; and reassignment to a vacant position.

Reasonable accommodation applies to three aspects of employment:

- a. To assure equal opportunity in the employment process;
- b. To enable a qualified individual with a disability to perform the essential functions of a job; and
- c. To enable an employee with a disability to enjoy equal benefits and privileges of employment.

### ***Procedure - Current Employees and Employees Seeking Promotion***

1. The Minnesota Zoo will inform all employees that this accommodation policy can be made available in accessible formats.
2. The employee shall inform their supervisor or the ADA Coordinator designee of the need for an accommodation.
3. The ADA Coordinator designee may request documentation of the individual's functional limitations to support the request. Any medical documentation must be collected and maintained on separate forms and in separate, locked files. No one will be told or have access to medical information unless the disability might require emergency treatment.
4. When a qualified individual with a disability has requested an accommodation, the employer shall, in consultation with the individual:

- a. Discuss the purpose and essential functions of the particular job involved. Completion of a step-by-step job analysis may be necessary.
  - b. Determine the precise job-related limitation.
  - c. Identify the potential accommodations and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job.
  - d. Select and implement the accommodation that is the most appropriate for both the individual and the employer. While an individual's preference will be given consideration, the (agency name) is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
5. The ADA Coordinator designee will work with the employee to obtain technical assistance, as needed.
  6. The ADA Coordinator will provide a decision to the employee within a reasonable amount of time.
  7. If an accommodation cannot overcome the existing barriers or if the accommodation would cause an undue hardship on the operation of the business, the employee and the ADA Coordinator designee shall work together to determine whether reassignment may be an appropriate accommodation.

#### ***Procedure-job Applicants***

1. The job applicant shall inform the ADA Coordinator designee of the need for an accommodation. The ADA Coordinator designee will discuss the needed accommodation and possible alternatives with the applicant.
2. The ADA Coordinator designee will make a decision regarding the request for accommodation and, if approved, take the necessary steps to see that the accommodation is provided.

#### ***Policy for Funding Accommodations***

Funding must be approved by the Minnesota Zoo for accommodations that do not cause an undue hardship (M.S. 43A.191(c)).

#### ***Definition***

***Undue Hardship:*** An undue hardship is an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the Minnesota Zoo.

#### ***Procedure for Determining Undue Hardship***

1. The employee will meet with the ADA Coordinator designee to discuss the requested accommodation.
2. The ADA Coordinator designee will review undue hardships by considering:
  - a. The nature and cost of the accommodation in relation to the size, the financial resources, and the nature and structure of the operation; and
  - b. The impact of the accommodation on the nature or operation of the Minnesota Zoo.
3. The ADA Coordinator designee will provide a decision to the employee.

***Appeals***

Employees or applicants who are dissatisfied with the decisions pertaining to his/her accommodation request may file an appeal with the agency head, within a reasonable period of time, for a final decision.

If the individual believes the decision is based on discriminatory reasons, then they may file a complaint internally through the agency's complaint procedure as outlined in this plan.

## **RETENTION**

### ***Designee***

Tresa Fasnacht, Human Resources, Personnel Officer Senior

### ***Separation Analysis***

We had a total of 19 separations in fy 09. Of these, 2 were dismissals or non-certifications, 12 were resignations, 2 were retirements, 1 was a death, and 2 were layoffs. There were no protected group members affected by these separations. For fy 10, we had 1 dismissal, 18 resignations, and 3 retirements. Three protected group members were affected, both resignations. One was due to a medical condition and the other two went to jobs that paid a higher rate of pay.

### ***Methods to retain protected group members***

1. Promote awareness, acceptance, and appreciation for diversity and affirmative action.
2. Recommend training budgets to include funds for employee training for personal and career development.
3. Encourage employees to participate in and celebrate those events that celebrate the rich diversity within the Minnesota Zoo by making them aware of events inside and outside the Zoo.

## **RECRUITMENT**

As part of its recruitment efforts, the MN Zoological Gardens will take steps to market, identify and obtain qualified applicants in meeting Affirmative Action goals. Though it varies from year to year, the agency does expect to have a limited number of hiring opportunities in some of the job groups. Special efforts will be made to recruit women, minorities and persons with disabilities in job groups where underutilization has been identified.

### 1. Advertising

Although there were large numbers of applicants for all of our positions, the MN Zoo did continue to place ads with the American Zoo Association (AZA), local newspapers, trade websites and agency-wide distributions.

### 2. Other recruitment methods used during 2008-2010:

The agency continues to have ongoing relationships with area educational institutions. These institutions have assisted in placing our position notices in their Career Services offices.

### 3. Job Fairs

The agency did not attend any job fairs in 2008-2010. We also anticipate that we will not participate in any job fairs in 2010-2012. This is due to the high volumes of applications we are currently receiving for our positions and the continuing budget challenges currently taking place at the State of MN.

### 4. Projected hiring opportunities and strategies

The agency anticipates several vacancies in the 2010-2012 reporting period. There are several employees that plan to retire in the next two years and we anticipate vacancies in the following areas:

- Physical Plant Operations
- Zookeepers/Farmkeepers
- Senior Management

### 5. Internships

The internship program at the MN Zoo is widely used to introduce students to potential career opportunities. The agency is currently working with many local high schools and various State of MN educational institutions to continue our successful program.

### 6. Improve recruitment efforts for persons with disabilities

- The agency will continue to look for more publications we can use as advertising resources.

### 7. Supported Work

The agency does not currently have any supported workers. The MN Zoological Gardens is committed to assisting the employer, the State of Minnesota, to comply with the 1992 legislative language added to M.S. 43A.191 that states:

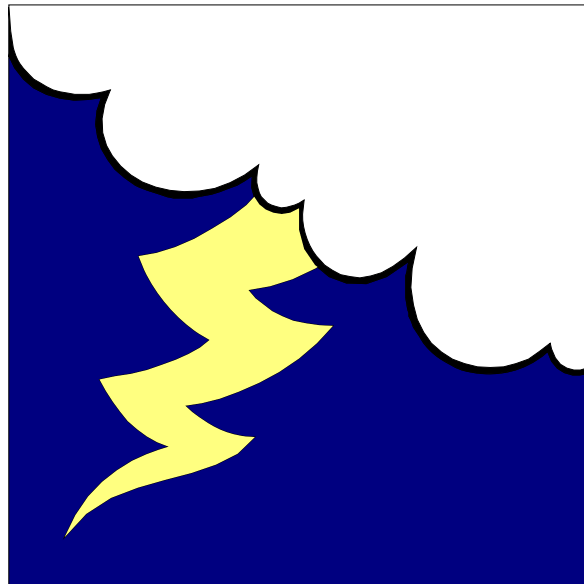
(D) The agency plan must identify, annually; any positions in the agency that can be used for supported employment as defined in section 268.01, subdivision 13, of persons with severe disabilities. The agency shall report this information to the commissioner. An agency that hires more than one supported worker in the identified positions must receive recognition for each supported worker toward meeting the agency's affirmative action goals and objectives.

As classified vacancies occur, essential functions of the position will be identified to determine if participation in the supported work program is feasible. As positions become vacant, hiring supervisors and the Office of Human Resources will review job tasks and determine if a supported employment worker might perform them.

Positions at the agency that can be used for supported employment are office specialists (typing requirement) and general maintenance workers. As those positions become open, we will work with those agencies/services who may be able to assist us in finding candidates for the supported work program, including the Office of Diversity and Equal Opportunity at Minnesota Management and Budget.

**MINNESOTA ZOOLOGICAL  
GARDEN**

**SEVERE WEATHER EVACUATION PLAN  
(Revised) August 2008**





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## MZG SEVERE WEATHER EVACUATION PLAN

OVERVIEW: This plan is designed for the protection of the guests, volunteers, and employees of the Minnesota Zoological Garden in the event of severe weather. It provides Zoo staff with procedures to be followed in the event of a weather related emergency. Severe weather notifications will be based mainly on the **National Weather Services "Weather Services Watch and Warning Systems."** There may be instances where an **Outside Evacuation** is necessary based on the weather conditions in the immediate area surrounding the Zoo despite the fact that the **National Weather Service has not yet activated the Severe Weather Alert for the area.** The decision to activate the evacuation procedures will be made by the following staff:

**\*\*\* SAFETY ADMINISTRATOR \*\*\***

*or in the absence of above*

**First Aid/Security Staff on Duty**

**OUTSIDE EVACUATION** procedures will be implemented for **SEVERE THUNDERSTORM** and **TORNADO WARNINGS** for Northern Dakota County by the above individuals taking into consideration the local weather conditions. The objective of the **OUTSIDE EVACUATION** is to get all guests into the Main Building Complex as soon as possible. Additionally, a **FULL EVACUATION** will be implemented in the event of a **TORNADO WARNING**. The objective of the **FULL EVACUATION** is to direct guests to designated areas that are considered the "safest" areas available on Zoo site.

Upon activation of the Severe Thunderstorm Warning or Tornado Warning for Northern Dakota County, the Safety Administrator or in their absence, the Health and Safety staff member, will immediately proceed to the Safety Office on second floor of the Main Building and set up a Weather Command Center. They will then become the Severe Weather Safety Coordinator and will direct all evacuation orders and safety measures taken to protect the staff, guests and the facility.

## I. NOTIFICATION

- A. Each time the "**weather radio**" announces a weather **WATCH/WARNING** for the seven county Metro Area even though it may not include **Dakota County**, First Aid , Northern Trail Staff and Monorail Station Staff and Drivers shall be advised of the announcement and area of coverage by the MZG Dispatcher. This allows the Bio-Programs staff sufficient time to bring in dangerous animals from their exhibit space and get them into animal holding. **DISPATCHER – please be sure that Health and Safety acknowledges your radio transmission and is aware of the watch or warning. Please repeat the Severe Weather message every ten to fifteen minutes and give staff updates on the weather.**
- B. When directed by the Safety Office to put the evacuation plan into action, the following steps shall be taken by the Dispatcher in the following order:

### OUTSIDE EVACUATION

- (a) Activate the telephone call list. The Dispatcher will ask a staff person in the vicinity to place the calls. Message to be transmitted - "**Outside Evacuation procedures are now in effect. Please report to your assigned area.**" (Telephone call list listed on page 7.)
- (b) Radio announcement to staff stating: "**All 4100 units, your attention please, all personnel report to your assigned areas for Outside Evacuation.**"
- (c) P.A. announcement will be made by Guest Services staff or designee: "**Your attention please, there is severe weather in the area. Please remain indoors until further notice. All staff and Zoo volunteers report to your assigned area.**"

### FULL EVACUATION

- (a) If necessary, guest services will replace the switchboard operator with an experienced Guest Services Lead Worker for the remainder of the event. Part-time student workers may not have the necessary experience to coordinate the role of the switchboard operator during a Severe Thunderstorm or Tornado Warning.
- (b) Activate the telephone call list. The MZG Dispatcher will ask a staff person in the vicinity to place telephone call list calls. Message to be transmitted: "**Full evacuation procedures are now in effect. Please direct guests to safe areas.**" In a Full Evacuation the dispatcher would now forward the switchboard phones and proceed to the Weather Command Center on second floor with a portable radio. This is done for the safety of the switchboard operator.
- (c) Radio announcement stating: "**All 4100 units your attention please, Full**

**Evacuation procedures are now in effect. Please direct guests to safe areas."**

- (d) P.A. announcement will be made by Guest Services Staff or designee - "**High winds and possible tornadoes have been reported in the area. Please follow the direction of Zoo staff members in your area.**"

In the event that staff encounter Zoo guests with disabilities that impede or delay the evacuation of an assigned area, that staff member should radio their group leader for assistance. The group leader will send the necessary assistance to help bring the guest to safety. The group leader may need to assign additional staff to coordinate the rest of the evacuation of that trail.

First aid and security staff with assistance of other Zoo staff will clear all trails, public areas, and staff areas of guests and employees. Employees with disabilities that affect communicating because of hearing impairments, will be assigned to a “buddy system” and will be given personal assistance for evacuation. The “buddy” is assigned at the time of hire.

Staff performing the evacuation will carry signs on the trails that will advise the guests that an evacuation is underway: Sign will state: “EMERGENCY EVACUATION IN PROGRESS, PLEASE FOLLOW ME”.

## TELEPHONE NOTIFICATION SYSTEM 2008

### Dispatcher or Other Designee

Monorail Station	Ext. 205
Monorail Maintenance	Ext. 223
Zoo Farm	Ext. 556
Discovery Bay	Ext. 274 or Otter Holding – Ext. 577
Great Clips Imax Theater	997-9720 / Box Office
School of Environmental Studies	431-8750
Northern Trail Lunchroom	Ext. 383
Lancer Food Service	953-0667
Guest Services	Ext. 213
Education	Ext. 234
Gift Store	431-3090
Bio Programs Administrative Asst.	Ext. 271
Main Kitchen	Ext. 290
Garage	Ext. 250
Grounds Shop	Ext. 246
Heat Plant	Ext. 251
Greenhouse	Ext. 281
"B" Building	Ext. 247 / if no answer Ext. 280
"A" Building	Ext. 262 / if no answer Ext. 265

## II. DESIGNATED AREAS

**This is a listing of the safest areas available on the Zoo site in the event that a Tornado/Full Evacuation is called:**

Tropics Nocturnal Hallway  
Coral Reef Ramp  
All rest rooms in the main building complex  
Service tunnels  
Lower Level of "A" Building  
On the farm site - Farmhouse & Lower Level of the Dairy Barn  
Theater (use last)

**If the above areas fill up, the following areas should be utilized:**

"B" Building  
2nd & 3rd Floor hallways and rooms away from glass  
Guest Services supervisor's office  
Mechanical areas in service tunnels  
Any ditch or depression  
Northeast side of any hill

**The following areas should be avoided:**

Tropics  
Education Portables behind Tropics  
Discovery Bay / Marine Education Center  
Russia's Grizzly Coast  
Imation Imax Theater  
Waterworks store and adjoining hallway , Education Classrooms – Coral Reef and Rainforest  
All out buildings  
Greenhouse  
Garage  
Top level of "A" Building  
Monorail Maintenance  
All other glass walled areas  
Vehicles  
Outdoor open and exposed areas  
Portable Classrooms

### III. EVACUATION GROUPS

A. The following is a listing and composition of the three primary evacuation groups and group leaders:

**GROUP 1:**                    **Grounds Crew**

Report to:                    New Grounds Crew Warehouse

Group Leader:                    Grounds Crew Supervisor or Designee

**Group 2:**                    **Skytrail Drivers, and Station Staff, Education, Guest Services, Volunteers, Building services staff Available Second and Third Floor Staff**

Report to:                    Indoor theater

Group Leader:                    Guest Services Supervisor on duty

**Group 3**                    **Aquarium Staff and available Minnesota and Tropics Trail Staff**

Report to:                    Outside of Minnesota Trail in School Lunch Area

Group Leader:                    Senior Aquarium staff on duty.

**Group 4**                    **Marine Mammals Staff**

Report to:                    Dolphin Staff Office

Group Leader:                    Senior Marine Mammals Staff on duty

**Group 5**                    **Zoo Farm Staff**

Report to:                    Farmhouse

Group Leader:                    Senior Farm Staff Person on Duty

**B. In addition to the above groups, the following staff responsibilities will apply:**

- (1)** Engineers will standby at their work locations and handle any mechanical problems that may arise. The generators are normally set to automatically start and pickup the load if the incoming power should fail. Estimated time of transition 2 to 15 seconds. Any outage longer than 15 seconds will be checked by the Engineering staff as weather conditions warrant.
- (2)** All Bio Programs Staff not listed in the above groups will secure animals as necessary and stay with them until the ALL CLEAR is given. Any extra personnel will be sent to the theater for assignment. In the case of a **FULL EVACUATION**, proceed to one of the safe areas.
- (3)** Internal Services and Horticulture staff should suspend all outside activities and be prepared to proceed to a safe area in the event of a **FULL EVACUATION**.
- (4)** Internal Services and Horticulture staff working in the main building complex are to report to the theater for assignment.
- (5)** Monorail Electricians will secure all monorail trains after getting passengers off and will turn off all power on tracks if possible. The electricians should then seek shelter ASAP.

## OUTSIDE EVACUATION

An **OUTSIDE EVACUATION** will be instituted in the event of a **TORNADO WARNING** or **SEVERE THUNDERSTORM WARNING**.

**OBJECTIVE: To get all guests into the Main Building Complex as soon as possible.**

**A. GROUP I: Grounds Crew**

**MEET AT:** New Grounds Crew Warehouse

**RESPONSIBILITIES:** Direct all visitors on the Northern Trail, picnic grounds and parking lots into the Main Building Complex.

**PROCEDURES:**

- a. One Vehicle (First Aid vehicle if possible) will make a sweep of the picnic grounds and parking lots.
- b. Minimum of two vehicles will make a complete sweep of all Northern Trail pathways. Person clearing from the main bridge by Tattoo Shack also clears Musk Ox dead end loop and Amphitheater.

In the event that staff encounter Zoo guests or employees with disabilities that impede or delay the evacuation of an assigned area, a staff member will radio their group leader for assistance. The group leader may need to assign additional staff at the time of the emergency to coordinate the rest of the evacuation of that trail.

In addition to the Severe Weather Safety Coordinator, any additional first aid and security staff will join other Zoo staff to clear all trails, public areas, and staff areas of guests and employees. Employees with disabilities that affect communicating because of hearing impairments, will be assigned to a "buddy system" and will be given personal assistance for evacuation. The "buddy" is assigned at the time of hire.

Staff performing the evacuation will carry signs on the trails that will advise the guests that an evacuation is underway. Sign will state: "EMERGENCY EVACUATION IN PROGRESS, PLEASE FOLLOW ME".

- c. Station one vehicle on the plaza by the Waterworks store.
- d. Station the second vehicle on the plaza by the stairway to the Dolphin pool and Food Service area.
- e. **DO NOT** let anyone back onto the Northern Trail.

f. **GROUP LEADER WILL DIRECT ADDITIONAL STAFF TO THE THEATER FOR ASSIGNMENT.**

g. Group leader will radio switchboard when areas have been secured outside.

**B. GROUP II**

**MEET AT:** Theater

**RESPONSIBILITIES:** Direct all guests or advise guests to remain in the  
Main Building Complex.

**PROCEDURES:**

Send assistants to:

- a. Imation Imax Theater Box Office - Unlock Upper South Gate (Large Swing Gate) to allow Imax staff to evacuate guests to second floor and tunnels . Send second person to second floor doors to hold open for evacuating guests from IMAX Theater.
- b. Central Plaza - Send person with motorized cart - clear guests to return to Main Building. Return to theater when assignment is complete.
- c. Waterworks Store doors - guests to remain indoors.
- d. Lower Plaza doors - guests to remain indoors.
- e. Outdoor stairway - lower level by outdoor tank - guests to remain indoors at Call of the Wild restaurant. This person should stop at the main Call of the Wild area first to determine if Manager is aware that we are implementing evacuation procedures and to allow them to notify their staff- .
- f. Snow Monkey Ramp - lower level - guests indoors – near guest services
- g Main Food Service - Outside doors - guests to remain indoors.

**P.A. announcement will be made by Guest Services staff or designee. "High winds and possible tornadoes have been reported in the area. Please follow the direction of Zoo staff members in your area."**

Those of you assigned to the following location will report, but no action will be necessary unless a **FULL EVACUATION** is called. If a **FULL EVACUATION** is called,

direct guests to remain in the safe area you are currently in or if that area fills to capacity, open the emergency exit door so guests may enter the tunnel areas. Be sure to check the area yourself as soon as you arrive so that you know which way to direct guests. All guests should line up next to the wall on both sides as you direct them. Additional staff will be assigned to assist you as available. Remain with guests until the **ALL CLEAR** is given.

h. Send three staff to indoor viewing area for the outdoor tank to assist the other group.

i. **GROUP LEADER WILL RADIO SWITCHBOARD WHEN ALL AREAS HAVE BEEN SECURED.**

### **GROUP III**

1. **MEET AT:** Upper Indoor viewing area for outdoor tank

2. **RESPONSIBILITIES:** Directing all guests into the Main Building Complex from the Upper Plaza.

Direct all guests entering from East and/or South Admissions to Indoor Viewing area for Outdoor tank entrance.

3. **PROCEDURES:**

A. Station staff by the doors at the Indoor Viewing area for outdoor tank.

B. Tropics -NE corner- glass doors - no one outside - visitors to Nocturnal if **FULL EVACUATION** is called.

C. Tropics - emergency exit across from Gibbons.

D. Tropics - emergency exit in the Coral Reef ramp.

E. Tropics - emergency exit - Nocturnal.

F. Station staff by East admissions.

G. Station staff by South admissions.

4. **IF POSSIBLE, ALERT THE SWITCHBOARD OPERATOR THAT AREA HAS BEEN SECURED.** Outside evacuation for group III has been completed.

A **FULL EVACUATION** will be instituted in the event of a **TORNADO WARNING**. In all

cases when the guests have been secured, staff will remain with them to keep them calm. Non-assigned Bio Programs Staff will immediately increase the light levels.

In addition to the **OUTSIDE EVACUATION** procedures, the following additional group responsibilities are in effect in the case of a **FULL EVACUATION**.

#### **GROUP IV**

1. **MEET AT:** Dolphin Staff Office
2. **RESPONSIBILITIES:** Direct all guests into the Main Building Complex from Discovery Bay, Russia's Grizzly Coast and the Central Plaza.
3. **PROCEDURES:** Station Staff by:
  - A. Russia's Grizzly Coast - clear - guests return to Main Building. Clear guests from Central Plaza and back to main building. Remain at the Central Plaza Fountain until entire area is cleared. Return to Discovery Bay when assignment is complete.
  - B. Dolphin Stadium Upper Emergency Exit Doors - **Do not allow guests to exit the building and expose them to the inclement weather.**
  - C. After hours entrance/exit
  - D. Entrance/Exit Doors to Northeast Plaza
  - E. Monorail Station Entrance to Discovery Bay
4. **AS SOON AS AREA IS SECURED, ALERT THE SWITCHBOARD OPERATOR AND LET THEM KNOW.** Please state that the outside evacuation of Discovery Bay, RGC and Central Plaza has been completed.

A **FULL EVACUATION** will be instituted in the event of a **TORNADO WARNING**. In all cases when the guests have been secured, staff will remain with them to keep them calm. Non-assigned Bio Programs Staff will immediately increase the light levels.

In addition to the **OUTSIDE EVACUATION** procedures, the following additional group responsibilities are in effect in the case of a **FULL EVACUATION**.

## GROUP V:

1. **MEET AT :** Farm House
2. **RESPONSIBILITIES:** Direct all guests back to the Main Building Complex from the Farm Site.
3. **PROCEDURES:**
  - A. Weather permitting, the preferred action would be to direct guests back to the main building as soon as possible and not wait until the storm is on top of the Zoo. If the storm is approaching too fast, then it would be more appropriate to evacuate them to the safe areas. Farmhouse lower level and lower level of dairy barn are the farm safe areas.
  - B. Please make a P.A. ( Public Address) announcement on the Farm P.A. system.  
**“ High winds and possible tornadoes have been reported in the area. Please follow the direction of Zoo staff members in your area.**
  - C. Send staff to all buildings on Farm Site and alert guests of the severe weather in the area. Direct guests to one of the areas of safety on the Farmsite.

A **FULL EVACUATION** will be instituted in the event of a **TORNADO WARNING**. In all cases when the guests have been secured, staff will remain with them to keep them calm. Non-assigned Bio Programs Staff will immediately increase the light levels.

**IF POSSIBLE, ALERT THE SWITCHBOARD OPERATOR OR INCIDENT COMMANDER THAT THE AREA HAS BEEN SECURED.**

## GROUP I:

- A. **DIRECT GUESTS TO THE MAIN BUILDING. OPEN** the two service gates by Grizzly and Otter holding to allow guests to evacuate through the Central Plaza without having to travel through Russia's Grizzly Coast.
- B. The vehicle at the northeast corner of Tiger viewing is to proceed to the stairs by the main food service and assist clearing guests from the main food service area to the tunnels via the food service kitchen. **If a large group of guests have been evacuated from the amphitheater, it may be necessary to utilize the lower level old dolphin viewing doors to bring guests through old dolphin viewing and the mechanical room door to the tunnel by the keeper lunchroom/main kitchen.**
- C. The vehicle in position near the Central Plaza is to proceed to the Waterworks doors by the and assist clearing the hallways, directing guests to the theater, 2nd floor, 3rd floor and rest rooms as necessary.

D. The vehicle in the picnic/parking area will proceed to the Main Building Complex to take cover.

#### **GROUP II:**

1. Secure all cash drawers and direct guests from the Guest Services area to the tunnels and 2nd & 3rd floor via the stairwell; **Do Not use the Elevator.**
2. Clear guests from the Tropics door near the Food Service to the front entry.
3. Staff will stay at the lower entrance doors until the area is clear.
4. As staff become available, start clearing guests from the Tropics Trail exit into Aquarium and ramp area.
5. Staff already stationed at the emergency exit doors in the Tropics will direct guests into the tunnels as necessary.
6. The theater will be filled last allowing for stragglers.

#### **GROUP III**

1. Direct guests to the school lunch area by the old dolphin tank, Tropics area, Tropics ramp, and Minnesota Trail, ( Overflow and Guests with Disabilities ), Tunnels at Gibbon , Nocturnal and Coral Reef for possible evacuation into the tunnels.
2. When these areas become saturated, direct guests to the tunnels via the stairs by the entrance to the Minnesota exhibit and/or through the filter room to tunnel area near main kitchen/Keeper Lunchroom.
3. Staff will stay with the guests to keep them calm and reassure them they are in a safe place.

#### **GROUP IV**

1. Direct guests from Discovery Bay to the tunnels in the main building using the tunnel access at the rear of the gift store. **Do not use the elevators in Discovery Bay except for evacuating guests with disabilities.**
2. Staff will remain at all exits until all guests have been safely evacuated into the main building.

#### **GROUP V**

1. Direct all guests to remain indoors at the safe areas of the farm until notification from the Severe Weather Safety Coordinator that it is safe to return to outdoor walkways and paths of the Zoo.

## **VI. ALL CLEAR**

When the Weather Alert is cancelled for Dakota County by the weather radio, the Dispatcher will:

- A. Contact the Severe Weather Safety Coordinator who will evaluate the situation at the Zoo. When he/she has determined the weather situation has stabilized, the following steps will be taken by the Severe Weather Safety Coordinator:
  - (1) Contact the Northern Trail staff by radio, advise he/she to check fence lines for problems, and to advise the Dispatcher when all animals have been accounted for and secured.
  - (2) Contact **Group 1** leader on duty by radio. Advise he/she of **Weather Alert expiration**. Direct them to check the Northern Trail walkway, parking lots, picnic areas for problems, to post staff in vehicles on Northern Trail walkways and to keep the walkway closed until further notice.
  - 3) Upon notification from the Northern Trail staff that all animals are accounted for, ask permission of the Severe Weather Safety Coordinator to pass on the **cancellation of the Severe Weather Warning message** to all staff and guests. When granted the Dispatcher will:
    - (a) Advise the Severe Weather Safety Coordinator or other staff person in the vicinity, to activate the telephone call list to give the **Cancellation of Weather Alert** message.
    - (b) Use the radio and state: "**All 4100 the Severe Weather Warning has expired. Please escort visitors to public areas.**"
    - (c) P.A. announcement will be made by Guest Services or designee: "**Your attention please, the Severe Weather Warning has expired. Please continue your visit and thank you for your cooperation.**"

**\*\*\* Please note: The above message may be modified depending on facility/animal problems (i.e., the message may include: "Northern Trail is closed until further notice.")**

When the **ALL CLEAR** has been issued via the communications system, the theater will be cleared first as this will be the triage area.

**All staff return to the doors they were assigned to prior to the FULL EVACUATION to prohibit any guests from going outside until the safety of the Northern Trail and/or other areas has been assured.**

Assist guests out of safe areas and into the Tropics, Guest Services or visitor commons area.

Any guest or employee requiring first aid will be brought to the theater for first aid. If there is a person injured and they are unable to be moved, call the first aid staff or dispatcher by radio, or send a runner to the theater to report it.

## GROUP 1 CHECKLIST

**GROUP LEADER: Grounds Crew Supervisor/Leadworker**

### OUTSIDE EVACUATION

- \_\_\_\_\_ 1. One staff person and vehicle will advise guests in the picnic area and all grass areas of the weather situation requesting that visitors either return to the main building or leave Zoo site.
- \_\_\_\_\_ 2. Send two staff, each in a vehicle, to sweep the Northern Trail advising guests to return to the main building. Upon completion of the sweep, one vehicle will park at the exit from the main building near the Waterworks store.. The second vehicle will park by the main Food Service. Each will advise guests entering the Northern Trail of the weather condition and request they return to the main building for their safety.
- \_\_\_\_\_ 3. Additional staff will report to the theater for assignment.

### FULL EVACUATION

- \_\_\_\_\_ 1. The south vehicle will drive up to the Discovery Bay After Hours door and the employee will assist in clearing the old Education wing.
- \_\_\_\_\_ 2. The north vehicle will drive up to the main Food Service and assist in clearing guests through the kitchen to the tunnels. **If necessary assist with bringing guests from the amphitheater through old lower dolphin viewing to safety in the tunnels by the keeper lunchroom/main kitchen.**
- \_\_\_\_\_ 3. The picnic vehicle will advise those remaining in the picnic grounds and/or grass areas of the change in weather conditions, then immediately report to the main building to take cover.
- \_\_\_\_\_ 4. Advise 4100 when areas have been secured.

### ALL CLEAR

- \_\_\_\_\_ 1. Upon receiving the **message that the Severe Thunderstorm Warning has expired**, the Northern trail vehicles will immediately check the Northern Trail Walkways for visitor safety problems as well as animal exhibit fence lines that are visible from the walkway.
- \_\_\_\_\_ 2. The picnic vehicle will check the picnic area and parking lot for damage and/or injuries.
- \_\_\_\_\_ 3. Advise 4100 of problems noted. Attempt to clear brush and debris.

## **GROUP II CHECKLIST**

**GROUP LEADER: Guest Services Supervisor**

### **OUTSIDE EVACUATION**

- \_\_\_\_\_ 1. Imation Imax Theater Box Office - unlock swing gate and station one person at the second floor doors to help direct guests to the tunnels at the end of the hallway.
- \_\_\_\_\_ 2. Lower Plaza Doors - all guests are to remain indoors.
- \_\_\_\_\_ 3. Outside stairway - lower level by outdoor tank - guests to remain indoors at Food Service. Also stop at Food Service to let the manager know of impending weather.
- \_\_\_\_\_ 4. Snow Monkey Ramp - lower level - all guests remain indoors in the guest services area..
- \_\_\_\_\_ 5. Main Food Service - by outside doors - all guests to remain indoors.
- \_\_\_\_\_ 6. Send three staff to School lunch area to assist other group.
- \_\_\_\_\_ 7. Advise 4100 when all areas have been secured.

### **FULL EVACUATION**

- \_\_\_\_\_ 1. Staff directs guests into tunnel areas through the Timber Lodge Traders gift store stairs and by elevator near the first aid room.
- \_\_\_\_\_ 2. Staff at exits remain there until all guests are cleared from the area and are safely being detained in the tunnels. Staff then seeks refuge there also.
- \_\_\_\_\_ 3. Staff remain with guests to help keep them calm and to keep them from areas of potential danger. Staff also update guests with information on status of the storm as soon as it is learned.
- \_\_\_\_\_ 4. Notify 4100 when the area has been secured.

### **ALL CLEAR**

Assign staff to all exterior doors and allow no one outside until the Northern Trail has been checked and found safe by Animal Management and Operations staff.

Assign staff to the following areas:

- \_\_\_\_\_ 1. West Waterworks doors.
- \_\_\_\_\_ 2. Both sets of Lower Plaza doors.
- \_\_\_\_\_ 3. Main Food Service doors.
- \_\_\_\_\_ 4. School Lunch area.

### **GROUP III CHECKLIST**

**GROUP LEADER: Senior Aquarium Staff on Duty**

#### **OUTSIDE EVACUATION**

- \_\_\_\_\_ 1. Meet at indoor viewing for the old Ocean Trail.
- \_\_\_\_\_ 2. Direct guests on Upper Plaza into the main complex
- \_\_\_\_\_ 3. Direct guests entering East entrance indoors to entrance to Minnesota Trail.

#### **Assign staff to the following areas:**

- \_\_\_\_\_ 1. Doors to outside at entrance to Minnesota trail.
- \_\_\_\_\_ 2. Tropics, NE corner, glass doors, allow no one outside. Guests to Nocturnal area if **FULL EVACUATION** is called.
- \_\_\_\_\_ 3. Tropics, emergency exit across from Gibbons.
- \_\_\_\_\_ 4. Tropics, emergency exit in Coral Reef ramp.
- \_\_\_\_\_ 5. Tropics, emergency exit in Nocturnal next to Fruit Bats.
- \_\_\_\_\_ 6. East admissions.
- \_\_\_\_\_ 7. South admissions.

#### **ALLOW NO ONE OUTSIDE!!!!!!!**

- \_\_\_\_\_ 8. Advise 4100 when all areas have been secured.

## **FULL EVACUATION**

Direct guests to the following safe areas:

\_\_\_\_\_ 1. Coral Reef ramp

If the safe areas become saturated, direct guests into the tunnels via the stairway by the Minnesota Trail Info Booth and through the filter room near the Aquariums if necessary.

\_\_\_\_\_ 2. Staff will stay with the guests to keep them calm.

\_\_\_\_\_ 3. Advise 4100 when all areas have been secured.

## **ALL CLEAR**

Assign staff to all exterior doors and allow no one outside until the Northern Trail has been checked and found safe by Animal Management and Operations staff.

## **GROUP IV CHECKLIST**

GROUP LEADER: **Senior Marine Mammals Staff on Duty**

## **OUTSIDE EVACUATION**

\_\_\_\_\_ 1. Meet at Dolphin Staff Offices

\_\_\_\_\_ 2. Russia's Grizzly Coast - Clear, all guests to return to main building. Return to theater when assignment is complete.

\_\_\_\_\_ 3. Central Plaza - Direct guests in Central Plaza and Lakeside Terrace to return to the main building

\_\_\_\_\_ 4. Woodland Adventure - clear - guests to return to the Main Building. Return to theater when assignment is complete.

## **FULL EVACUATION**

Direct guests to the following safe areas:

\_\_\_\_\_ 1. Tunnels via the gift store door at the rear of the gift store. In the event of a disabled guest or for wheelchair patrons, please direct them to the indoor Zoo theater to avoid having to carry guests down stairway to tunnel.

\_\_\_\_\_ 2. Staff will stay with the guests to keep them calm.

\_\_\_\_\_ 3. Advise 4100 when all areas have been secured.

## **ALL CLEAR**

When the **ALL CLEAR** is given, proceed to the area assigned to prior to the **FULL EVACUATION** to prohibit guests from going outside until the safety of the Northern Trail is assured.

## **GROUP V CHECKLIST**

Group Leader: **Senior Farm Keeper Staff on Duty**

### **OUTSIDE EVACUATION**

- \_\_\_\_ 1. Meet at the Farmhouse
- \_\_\_\_ 2. Direct guests back to the main building
- \_\_\_\_ 3. Assist with building services staff to clear Northern Trail ,if necessary.

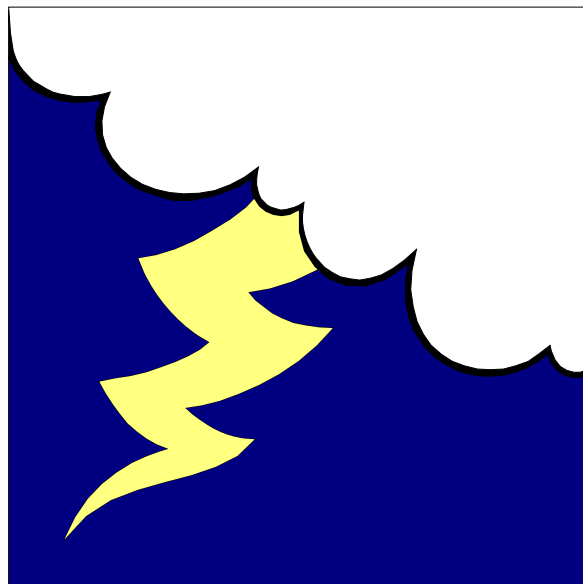
### **FULL EVACUATION**

- \_\_\_\_ 1. Direct remaining guests into the lower level of the farm house and into the lower level of the dairy barn once the farmhouse is full.
- \_\_\_\_ 2. Remain with guests to help keep them calm.
- \_\_\_\_ 3. Advise 4100 when all areas have been secured.

## **ALL CLEAR**

When the **ALL CLEAR** is given, proceed to the area assigned to prior to the **FULL EVACUATION** to prohibit guests from going outside until the safety of the Northern Trail is assured.

**IMAX IMATION THEATRE**  
**SEVERE WEATHER EVACUATION PLAN**



**Upon notification from zoo personnel ( in person or by phone) of emergency weather evacuation, the following will occur:**

1. The box office staff ( first response team ) will alert all staff via radio that an emergency weather evacuation will take place.
2. The manager on duty will personally alert the following staff :

Lead Gift Store Clerk  
Projection Staff  
Lead Usher  
Lancer Food Staff

3. Gift store staff will clear the store of customers and close the gate.
4. Lead usher will contact all ushers and begin evacuation of the auditorium.
5. Ushers/Box Office Staff will be assigned to the following areas.

Outside the main doors on the Upper South path to help direct traffic  
One person to clear the bathrooms  
Two staff to clear the auditorium down both ramps out to the main path  
One staff person stationed in the lobby to help direct traffic out  
One staff person to the office and cash room area

6. **When it appears that the building is clear, manager on duty should conduct one last sweep of the building and final radio check.**
7. All staff and guests will proceed through the Upper South Zoo entrance into the main building and down into the zoo tunnels.
8. Remain with the guests to keep them calm and reassure them that they are in a safe area from the weather.

**Remain in the tunnels until notified from zoo staff that the "ALL CLEAR" has been given.**

