



COVID-19
Mitigation Plan
Alaska Zoo
4/29/2020

Section I. Screening of Personnel

- a. Prior to starting any shift, Alaska Zoo personnel will be required to complete and initial Daily Screening Log.
- b. If employee has marked “no” to all questions on the Daily Screening Log, they may proceed with their scheduled work shift.
- c. If any questions are marked “yes”, employee must notify their supervisor immediately and follow the guidelines under Section IV. No employee displaying symptoms of COVID-19 will provide services to customers. Symptomatic or ill employees may not report to work. No person may work within seventy-two (72) hours of exhibiting a fever.
- d. Should employees feel uncomfortable working due to underlying health conditions, or other risk factors, they are encouraged to notify their supervisor or internal Human Resources as soon as possible. The Alaska Zoo will work with high risk employees to make reasonable accommodations.
- e. All Screening Logs will be submitted to Chief Business Officer daily for review and record retention.

Section II. Public Safety

The following safety measures have been implemented to keep the public safe.

- a. No Cash Transactions. All transactions will be conducted online, prior to zoo entry. After payment, customers will be able to gain entry by one of the following 1) providing name at admissions window 2) place cellular phone or printed ticket near plexiglass partition, to be scanned.
- b. Limited Opening. The Alaska Zoo will be open four (4) days per week, allowing for a seventy-two (72) hour period of sanitation.
- c. Staggered Entrance Times. Admissions tickets will be sold online for separate entrance times in an effort to ensure capacity is no more than four hundred (400) visitors, per session.
- d. Memberships: Members will be admitted by registering for free tickets through our online ticketing system. In order to gain entry, members must provide a copy of their free ticket, as well as provide their name and current address, for membership verification purposes. Those customers wishing to purchase new memberships or renewing existing memberships, will need to do so online until further notice.
- e. Codes and receipts: In an effort to mitigate issues with no cash payments, signs with QR codes will be placed along all walkways leading to admissions. Signs will remind customers to pay online, allowing the ability to scan the code with their phone and purchase on the spot. No receipts will be given for transactions at admissions at this time. Online customers will receive automatic receipts and others can be mailed upon request.
- f. Special maps will be provided to customers, showing “one way” directions on trails. This measure is to allow for easier social distancing on trails. Customers are encouraged to view maps on their cellular phone, or discard after use.
- g. “One way” signs will be placed on trails to encourage social distancing.
- h. Hand sanitizer will be provided at both the entrance and exit of the admissions building, as well as in all restrooms. Only the restrooms on the back side of the Discovery Center

will remain open to the public. Staff will have access to separate restrooms in the closed Coffee Shop building and will spray with disinfecting spring before and after use.

- i. An outdoor handwashing station will be available to customers outside of admissions. Social distancing signs will be placed by the station to discourage use by more than one (1) person or one (1) family at a time.
- j. Active screening questions regarding the symptoms of COVID-19, will be asked upon entry. Any person exhibiting or experiencing the following symptoms will be asked to stay home: fever, cough, shortness of breath or difficulty breathing, chills, diminished sense of taste or smell, diarrhea, fatigue, headache, muscle/joint aches, nausea, rash, rigors, runny nose, sore throat or sputum production.
- k. All touchpoints, including but not limited to, admissions partition, admissions counter, metal stair railings (entrance, seal/otter, polar bear), hand washing station, hand sanitizer bottles, restroom door handles, restroom faucets and toilet handles will be sanitized and disinfected hourly by a designated and pre-assigned staff member. This sanitation will be carried out using Simple Green D Pro, an approved bleach solution per the CDC site or Lysol spray will be used.
- l. Ventilation of smaller indoor areas like the Discovery Center bathrooms will be handled through open windows and/or doors during open zoo hours. On each hourly round to disinfect, the staff member will open bathroom doors to air the area out while they are there and windows will be left open during zoo hours.
- m. Cones or painted marks on the ground will be placed every six feet (6') outside of admissions to encouraging proper social distancing.
- n. Exhibits containing water features with glass viewing areas, will be roped off to discourage touching the glass.
- o. The petting zoo will remain closed until such a time that the Mayor's Office or Governor deem such activity permissible.
- p. The playground will remain closed until such a time that the Mayor's Office or Governor deem such activity safe for the public.
- q. No picnic tables will be available in the picnic area. They have been removed as we would like to discourage visitors gathering in this area.
- r. The Coffee Shop will remain closed until such a time that we are able to offer acceptable social distancing measures including an option for a take-out ordering window.
- s. **All customers over the age of two (2) are required to wear face masks at all times on zoo grounds, except those experiencing difficulty breathing, who are unconscious, incapacitated or otherwise unable to remove the mask without assistance.**
Staff members will be trained on how to approach and communicate this to visitors who may enter the zoo with a mask on and then take it off. Visitors will be reminded by staff that masks are mandatory at all times on zoo grounds and refusal to cooperate will mean being asked to leave zoo grounds.
- t. A plexi-glass sneeze guard partition has been placed in front of the admissions window.

Section III. Workplace Protective Measures

The following safety measures have been put in place to keep the workplace safe. Zoo volunteers must comply with these protective measures as well in addition to those listed in Section V.

- a. Alaska Zoo staff who are able to work remotely will continue to do so. This will be addressed on a departmental basis for the zoo to decide which duties may be effectively conducted from home and will be approved by both the Chief Business Officer and Executive Director.
- b. All staff meetings will be conducted via email, phone or online platform such as Zoom. If an in-person staff meeting is required, it will be conducted in small groups of less than ten (10) employees where social distancing of at least six feet (6') is possible.
- c. Training of staff will be conducted one on one with a supervisor or peer and both parties shall maintain a six foot (6') distance.
- d. No more than two (2) employees at a time will be allowed to enter Admissions Building.
- e. No more than (X) number of employees at a time will be allowed to enter the following buildings: Main office (3), Commissary (3), Keeper Break Room (2), Infirmary (2 unless required otherwise for veterinary procedure), Hay Barn (1), Discovery Center Bathrooms (2) (sign posted, no more than 2 people at a time), Admissions (2), Gateway Hall (10), Classroom (5), Volunteer Cabin (1), Greenhouses (2, staff only, closed to the public), Red Barn (2).
- f. Employees are required to wash hands with soap and water frequently on all hand surfaces for at least twenty (20) seconds total. When soap and water are not available, employees may use hand sanitizer containing at least sixty (60) percent alcohol.
- g. Employees may not share phones, computers or other electronics where able. Those who share community computers or phones must sanitize phones, keyboards, computer mouse etc. before and after use with Clorox wipes while supplies last or with a prepared bleach solution and paper towels.
- h. Employees are urged to avoid touching eyes, mouth or nose with unwashed hands.
- i. Employees must cover their mouth and nose with a tissue when they cough or sneeze or they may use the inside of their elbow. Used tissues must be thrown in the trash and hands must be immediately washed with soap and water for at least 20 seconds. If soap and water are not available, hand sanitizer containing at least 60% alcohol may be used.
- j. All workplace visitors (including Volunteers with pre-approved duties, see Section V) will check in at the Admissions Building, where they will be verbally checked in and asked if they 1) have a mask to wear while on premises 2) have recently experienced a fever, coughing or shortness of breath. If all questions are answered "no", Admissions staff will then radio for the appropriate department to escort them on premises. Workplace visitors (volunteers) will be required to wash hands prior to entry at the handwashing station, or by using hand sanitizer at the admissions window.
- k. Employees who have symptoms of acute respiratory illness including any one or more symptoms of fever, coughing, sneezing, sore throat or shortness of breath must stay away from Alaska Zoo facilities until they are free of symptoms for 24 hours, free of fever for 72 hours and have been cleared to return by Human Resources. Notify your supervisor if you have had any symptoms so your shift can be covered. Employees who come to work with signs of acute respiratory illness will be sent home. Employee leave related to COVID-19, will be handled in accordance with the Families First Coronavirus Response Act. Employees may contact their Human Resources department for more information.
- l. Employees working in customer service areas are required to follow disinfecting procedures when opening and closing, as well as every hour the zoo is open to the public.

This includes sanitation of customer touch points, as well as employee touch points, such as computers, phones, door knobs and light switches.

- m. **Employees are required to wear face coverings at all times when working with or near the public. It is highly encouraged that employees continue to wear face coverings at all times, even in private office settings.** This includes employees working in all areas of the zoo indoors and outdoors.

Section IV. Procedures for Personnel Who Become Ill

- a. Employees who have symptoms consistent with COVID-19 (i.e., fever, cough, shortness of breath, chills, repeated shaking with chills, full body muscle aches, headache, sore throat, new loss of taste or smell) should notify their supervisor and stay home. If employee has already reported to work, they will immediately notify their supervisor and go home.
- b. Employees who have symptoms should not return to work until the criteria to discontinue home isolation are met in consultation with healthcare providers and state and local health departments along with both the Chief Business Officer and Executive Director.
- c. Employees who are well but have a sick family member at home with COVID-19 or symptoms consistent with COVID-19 should notify their supervisor at stay home. Their supervisor will work with both the Chief Business Office and Executive Director to develop a plan and follow recommendations as the situation warrants.
- d. If a staff member feels they may have come in contact with a visitor displaying symptoms of COVID-19, they should immediately report the incident to their supervisor. Supervisors are required to report incidents to the Chief Business Officer immediately.

Section V. Volunteers

The following safety measures have been put in place to keep zoo volunteers safe.

- a. See Section III Workplace Protective Measures, volunteers must comply with all measures listed in Section III and all health precautions listed in this mitigation plan.
- b. Zoo volunteers will be needed on a case by case basis with no more than 2 volunteers reporting to duty at any time.
- c. Volunteer needs must be assessed by the Volunteer Coordinator and first approved by the Chief Business Officer before a volunteer can report for duty on zoo grounds.
- d. Masks must be worn at all times and all sanitation procedures for staff listed in this plan must also be adhered to by volunteers.
- e. Volunteers should be given a copy of this plan for their personal records and volunteers reporting to the Volunteer Coordinator for a pre-approved duty must acknowledge that they received and read this mitigation plan in advance.
- f. Volunteers reporting for a pre-approved duty must state their arrival to admissions and report to a specific staff member. Volunteers who arrive at the zoo without pre-approved duties and staff contacts as determined by both the Volunteer Coordinator and Chief Business Officer will be considered as visitors for the day and will be unable to access any non-visitor areas.

- g. No volunteers will attend to or enter the petting zoo for any reason until the zoo deems it safe in accordance with city and state authorities.
- h. No more than 1 volunteer may enter the volunteer cabin at one time.
- i. If experiencing any symptoms of COVID-19 or if living with a person with symptoms, volunteers are required to stay home and report this to the Volunteer Coordinator who will then report to the Chief Business Officer.
- j. Volunteer meetings will continue to be held via phone or Zoom online until further notice is given by the Chief Business Officer.