REOPENING & MODIFIED OPERATIONS PLAN
SAFE. SMART. STEP-BY-STEP.
ZooTampa is an acknowledged global leader in protecting and preserving wildlife. Our team understands and appreciates our obligation to do our utmost to provide the Tampa Bay community with the safest possible environment to get outside in the fresh air, relax and enjoy our beautiful zoo and the wide-ranging wildlife and botanic species in our care. The zoo prides itself on its attention to detail related to every aspect of guest experience, guest flow and capacity management. We further recognize that in everything we do, the well-being of our employees, volunteers, supporters, members, guests, and animals continues to be our foremost priority. This priority is integral to our mission and especially important now.

On March 16, 2020, in tandem with global health initiatives due to COVID-19, ZooTampa temporarily closed to visitors. As a nonprofit institution that is 95% self-funded through admissions and visitor spending, this temporary closure significantly and negatively impacted the zoo’s operating budget. In response, we implemented a series of thoughtful, cost-saving measures to help ensure the zoo’s financial sustainability. Actions included furloughing staff not essential to limited operations and reducing the salaries of top leaders. We are also supporting our furloughed team members by fully paying their medical, dental, life, supplemental and critical illness insurance benefits premiums. Despite the unforeseen but necessary challenge of closing to the public, we continue to provide exemplary care, veterinary oversight, and daily enrichment to the 1,100 animals who live at ZooTampa.

We recognize that science and data must lead our reopening plans. The governor’s Safe. Smart. Step-by-Step. plan indicates that our community is beginning to see declining numbers of COVID-19 positive cases, hospitalizations and deaths, as well as other metrics that show the State is ready to lift its stay-at-home order. Data also indicates that Hillsborough County is well positioned for a phased reopening and end to its safer-at-home initiative relative to other counties within the state.
The Bay area has relatively few of the state’s COVID-19 cases (about 10%), our area hospitals are currently not strained. The zoo recognizes any reopening must take into consideration varying operational factors. For example, according to a recent U.S. government study conducted by the Department of Homeland Security, COVID-19 survives for a shorter time in warmer, more humid conditions and when exposed to direct sunlight, which is abundant at our zoo. Furthermore, the study concluded that COVID-19 droplets die at a much more rapid pace on porous surfaces such as wooden boardwalks and railings which make up the majority of ZooTampa’s natural exterior. Additionally, studies show that when people spend time in natural spaces such as zoos it is good for their health.

With safety as our top priority, the zoo will implement a comprehensive plan that highlights the limited, gradual, and safe return of guests leveraging our zoo’s unique design, open air setting, one-point entry and highly trained staff who will prevent people from congregating and will limit family groups to no more than 10 people.

We are developing innovative strategies to safely initiate a reopening with limited capacity on or around June 1. The following plan details the enhanced ZooTampa protocols and guidelines to help keep our guests, employees, and community safe. Each operating department in the zoo has its own customized set of strict protocols and procedures that are even more detailed than outlined here. Our operating model, which does not rely on the use of enclosed spaces, high capacity rides or pinch points is being developed in consultation with professional infectious disease and zoological industry experts. We will continue to closely monitor government policy updates, Centers for Disease Control (CDC) guidelines, government mandates, and public health advisories and promptly adjust these protocols and procedures, as necessary. Our procedures are extensive and specifically applicable to the characteristics of our zoo, where health and safety rank number one.
GOAL:
Reopen ZooTampa with modified operations and elevated safety procedures on or around June 1, 2020.

LIMITED CAPACITY
ZooTampa will manage the traffic flow and limit the number of guests in the park. The zoo will restrict in-park attendance to 50% of normal comfortable outdoor capacity and, based on current state guidelines, restrict capacity to 25% at our limited indoor venues. We will also encourage on-line ticket sales and minimal contact transactions for admission. Additionally, we will also set aside days or specific times that will be reserved exclusively for vulnerable members of our community.

GUEST & EMPLOYEE HEALTH
Employees and guests will be instructed to stay home if they have a fever, cough, shortness of breath, or other known symptoms of COVID-19. ZooTampa will have an on-premise, full-time Emergency Medical Technician during zoo operating hours.

GUESTS: THERMAL CAMERAS
The zoo’s one point of entry for guests allows the security and safety team to conduct noninvasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 100.0°F will be denied entry to the property and will be directed to seek appropriate medical care.
EMPLOYEES: CONTACTLESS DIGITAL INFRARED THERMOMETERS

As employees arrive at the zoo for work their temperatures will be checked utilizing contactless digital infrared thermometers. Anyone displaying a temperature over 100.0°F will be sent to the EMT for a secondary temporal temperature screening. Employees confirmed to have a temperature over 100.0°F will be directed to seek appropriate medical care and will not be allowed to work until cleared by a medical professional.

PHYSICAL DISTANCING

Guests and employees will be advised to practice physical distancing by standing at least six feet away from other individuals not traveling with them while moving around the property. Visual markers will be placed around the zoo and additional staff will be assigned to areas of potential concentration (such as queue lines) to supervise compliance. Groups will be limited to no more than 10 people.

GUESTS: PERSONAL PROTECTIVE EQUIPMENT (PPE)

Every guest entering the zoo will be encouraged to wear a mask. ZooTampa will provide disposable masks free of charge for anyone who does not have one. Guests will be informed of areas where masks are required for entry (such as Manatee Mangrove which will be supervised accordingly).
SUMMARY

REOPENING PLAN
SAFE. SMART. STEP-BY-STEP.

EMPLOYEES: PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will be worn by all employees based on their job responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. ZooTampa will provide all PPE equipment free of charge to employees whose responsibilities require them as determined by medical experts.

COMMUNICATING SAFETY PROTOCOLS

All employees will attend mandatory Functional, Safety & Guest Engagement Training. Additionally, health and hygiene reminders will be posted throughout the property, including guest and back areas, that include health information about proper hygiene (for example: wash hands, cover sneezes and avoid touching one’s face, etc.), the proper way to wear, handle and dispose of masks, and social distancing.
The health and safety of our employees and guests is our number one priority.

**Noninvasive Temperature Checks**
Points of entry will be limited to allow our security team and safety compliance team to conduct noninvasive temperature checks utilizing thermal cameras (guests) and contactless digital infrared thermometers (employees). Anyone displaying a temperature over $100.0\degree F$ ¹ will be taken to a private area for a secondary temporal temperature screening by a registered EMT. Anyone confirmed to have a temperature over $100.0\degree F$ will be denied entry into the zoo and will be directed towards appropriate medical care.


**Hand Sanitizer**
Hand sanitizer dispensers, touchless whenever possible, will be placed at the zoo entrance and at key public contact areas.

**Guest Area Signage**
There will be health and hygiene reminders throughout the zoo including the proper way to wash hands and wear, handle and dispose of masks. Additional signage will be placed in locations that require the use of masks (Manatee Tunnel).

**Physical Distancing**
Guests and employees will be advised to practice physical distancing by standing at least six feet away from other individuals not traveling with them while standing in lines or moving around the zoo. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to not touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

**Handwashing Stations**
Hand washing stations will be placed throughout the zoo with signage instructions of proper hand washing technique.

**Employee Back Areas Signage**
Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, contain a sneeze and to avoid touching their faces.

**Case Notification**
We will work with the Florida Department of Health to follow the appropriate recommended actions.
EMPLOYEES’ RESPONSIBILITIES

ZooTampa employees are vital for an effective sanitation and health program.

The following protocols are mandatory:

**Hand Washing**
Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All ZooTampa employees are instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking and before or after starting a shift.

**Health Concerns**
Zoo employees will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the on-site EMT. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the zoo are instructed to immediately notify their manager (employees) or the Safety and Security team (guests).

**Personal Protective Equipment (PPE)**
Appropriate PPE will be worn by all employees based on their job responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. ZooTampa will provide all PPE equipment free of charge to employees whose responsibilities require them as determined by medical experts.

**Training**
All employees will receive Functional, Safety & Guest Engagement training which includes COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Food & Beverage, Operations, Administration, Guest Engagement, Animal Care and Safety and Security.

**Daily Timekeeping**
Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in.

**Compliance**
Our management team will maintain ongoing communication with employees and ensure proper PPE and sanitation procedures are being followed and updated per the latest expert guidance.
Upon the guest’s arrival at ZooTampa they will be screened for elevated temperatures by noninvasive thermal cameras. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening. Guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed to seek appropriate medical care.

- Every guest entering the zoo will be encouraged to wear a mask. ZooTampa will provide disposable masks free of charge for anyone not having one. Guests will be informed of areas where masks are required for entry (Manatee Mangrove).

- Guests will go through our security screening process which includes bag check and metal detector.

- Guests with memberships and electronic tickets will be expedited and sent directly to the gate for entry.

- Ticket windows will be available with clearly marked physical distancing requirements.

- Touchless transactions will be available and encouraged.

- Hand sanitizers will be available throughout the main entrance at each ticket window.
CLEANING PRODUCTS AND PROTOCOLS

The zoo uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens. The zoo is working with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. Additionally, the zoo is assigning more staff to our park services team to increase the cleaning frequency of bathrooms, restaurants and all common areas.

2 https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Common Areas
The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces and railings. Additionally, drinking fountains will be closed.

Back Areas
The frequency of cleaning and sanitizing will also increase in back areas with an emphasis on employee entrances, employee restrooms, offices, kitchens and employee break rooms.

Air Filter and HVAC Cleaning
The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Shared Equipment
Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes golf carts, bicycles, phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the zoo. The use of shared food offices will be discontinued. Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.
5 PHYSICAL DISTANCING

The zoo will meet or exceed state and local health authority guidelines on proper physical distancing.

Restaurants
Restaurants will follow current state guidelines limiting capacity to 25%. Outdoor seating and takeout orders will be emphasized and encouraged. Seating layouts will be adjusted to allow for a minimum of six feet between each party of guests. Protective Plexiglas screens will be installed at cash registers.

Queuing
Although the nature of the zoo guest experience is not reliant on rides, any area where guests may need to queue will be clearly marked and supervised for appropriate physical distancing.

Retail Gift Shop
Guest occupancy limits and appropriate physical distancing at our indoor retail spaces will be supervised by a staff member. Protective Plexiglas screens will be installed at cash registers.

Back Areas
Physical distancing protocols will be mandatory in employee break areas and shared office spaces.
Each department has additional protocols in place that are frequently reviewed and modified as necessary.

**RETAIL**

**Cleaning & Sanitizing Protocol**
- Cash registers, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized frequently and upon a shift change.
- Strollers, ECV (electronic convenience vehicles) and wheelchairs to be sanitized before and after each rental.

**Guest Considerations**
- All sales final until further notice
- Contactless payment methods will be offered and encouraged

**Physical Distancing Protocol**
- Based on current state guidelines limit capacity to 25%.
- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines.
- Team member to be stationed at entry to supervise compliance of occupancy limits.
- Protective Plexiglas screens will be installed at cash registers.

**ENTERTAINMENT**

**Cleaning & Sanitizing Protocol**
- Theater seating and public areas to be sanitized at the conclusion of each show

**Physical Distancing Protocol**
- Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on CDC guidelines
- Employees to assist in guest movement and flow to ensure physical distancing protocols are followed
Follow all guidelines set by the Florida and Hillsborough County Department of Health and Department of Business and Professional Regulation. Implement the following additional protocols:

**Cleaning & Sanitizing Protocol**
- Counters, cash registers, and touch points to be sanitized frequently.
- Cash registers to be assigned to a single employee where possible and sanitized between each user and before and after each shift.
- Dining tables and chairs to be sanitized after each use.
- Condiments to be served in single use containers.
- Food preparation stations to be sanitized frequently.
- Kitchens to be deep cleaned and sanitized at least once per day.
- All staff to wear PPE as deemed appropriate for their job responsibilities.
- Guest order buzzers to be sanitized before and after each use.

**Physical Distancing Protocol**
- Follow current state guidelines limiting indoor capacity to 25%
- Increase outdoor seating options.
- Add physical distancing floor markers at entries, ordering and waiting areas.
- Employees to supervise physical distancing compliance and manage line flow.
- Install protective Plexiglas screens at cash registers.
- Tables and benches to be placed at appropriate physical distance (six feet between family groups).
- Separate points of entry and exit will be designated with proper signage.
- Online ordering and takeout orders will be emphasized and encouraged.

**Guest Considerations**
- All food items will be served in sealable and recyclable to-go containers with the exception of pizza which will be served in a box.
- Individually wrapped/packaged condiments and utensils to be provided.
- All food and beverage items to be placed on the table, counter or other surface instead of being handed directly to a guest.
- Contactless ordering and payment methods will be offered and encouraged.
OFFICES/ADMINISTRATION BUILDING

**Cleaning & Sanitizing Protocol**
- Desks, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at beginning and end of the workday.
- The use of shared food offices will be discontinued.
- Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.

**Physical Distancing Protocol**
- Visitors are temporarily suspended from all office locations unless business critical
- Signage will be prominently posted at each administrative office reminding employees of distancing guidelines
- All business travel suspended.
- Employees encouraged to use digital meetings where possible. If on-site meeting is necessary, all appropriate physical distancing requirements must be followed.
- Work from home will be encouraged when appropriate

EARLY CHILDHOOD EDUCATION CENTER

Follow all guidelines and recommendations set by the Hillsborough County School District. Implement the following additional protocols:

**Cleaning & Sanitizing Protocol**
- Desks, phones, workstations, hard surfaces, handles, play equipment, and frequently touched surfaces to be sanitized at beginning and end of the school day.
- The use of shared food offices will be discontinued.
- Shared equipment such as refrigerators, coffee brewers and microwaves will be sanitized by the user following each use.

**Physical Distancing Protocol**
- Visitors are temporarily suspended from all classrooms and school offices unless business critical
- Signage will be prominently posted at each classroom reminding employees, parents, and children of distancing guidelines
ANIMAL CARE DEPARTMENT

The Animal Care team has implemented enhanced internal health safety protocols for all staff to minimize transmission of the SARS-COV-2 virus to its mammalian species.

Limit close proximity (within six feet) at all times unless it’s necessary.

PPE must be worn when within six feet space as all mammals.

Diet Prep
- Staff must wash their hands thoroughly (20 seconds with soap and water / hand sanitizer) before and after preparing and feeding animals.
- Disposal gloves must be worn when making diets.

Cleaning Protocols
- To reduce the chance of aerosolizing animal waste, body fluids etc., wherever possible, dry cleaning should be utilized.
- The area should be rinsed with water volume, rather than water pressure in areas that house these species.
- Place footbaths in all appropriate areas, and actively use them.
- Proper cleaning and disinfecting of food bowls, enrichment items, and tools is imperative.
- Frequently sanitize all high contact areas and communal spaces.
Dinos Alive
- Control the number of guests that go through at any one time using a reservation system.
- Place signage throughout experience to remind guests of six feet spacing requirements.
- Employee to walk through the area often and sanitize- photo ops, video and stamp buttons in tents, and props.
- Install Protective Plexiglas screens at cash registers.

Roaring Springs
- Limit capacity per boat.
- Only seat every other row, unless it is a family that is together.
- Utilize extra boats to increase overall capacity and better space out guests.
- Visually mark six feet spacing in queue line and supervise compliance.
- Sanitize seats between rides.

Safari Tram
- Limit capacity per tram.
- Only seat every other row, unless it is a family that is together.
- Utilize three trams to increase overall capacity and better space out guests.
- Visually mark six feet spacing in tram queue line and supervise compliance.
- Sanitize seats between tram rides.

Carousel
- Limit capacity to ensure six feet spacing.
- Visually mark six feet spacing in queue line and supervise compliance.
- Sanitize between rides.

Wallaroo
- Attractions where physical distancing cannot be maintained (such as a roller coaster) or cannot be sanitized between guests will be closed, other rides will be modified.
  - Tasmanian Tiger Coaster - close
  - Koala Clubhouse Playground - close
  - Overland Express Train - open
    - space out riders
    - sanitize between guests
  - Lil' Joey's Caravan - open
    - space out riders
    - sanitize between guests
  - Boomer's Flyin' Bananas - open
    - space out riders
    - sanitize between guests
  - Wallaroo Petting Zoo & Pony Barn - Eliminate touching element and add secondary barrier.
  - Bat Habitat - close
  - Increase hand sanitizing and washing stations.
  - Encourage and supervise social distancing in queue lines.
To remain open as current chlorine levels meet sanitization standards
- Manatee Circle - open
- Wallaroo Water Element - open

**Manatee Mangrove**
- Guests will be required to wear a mask to experience the aquariums inside the Manatee Mangrove.
- Employees to supervise compliance at both entrances.

**Animal Feedings**
- Experiences that offer feeding of animals to be discontinued or modified:
  - Lorikeet Aviary - Close
  - Stingray Bay
    - Reduce capacity
    - monitor physical distancing
  - Giraffe Meet & Greet
    - Discontinue feeding element by guests (only to be done by Animal Care staff)

**Conservation Tails Walkabout**
- Decrease capacity to ten and eliminate indoor film element.
- Add mic (portable with speaker) to maintain safe distance from guests.
- Add message of importance of keeping six feet distance to script.

**Signature Encounters**
- Place hand sanitizing stations at all encounter areas and at meeting area at front of park.
- Encourage and supervise social distancing and hand sanitizing.
- Experiences that offer any touching or proximity (within six feet) to mammals will be discontinued or modified:
  - White Rhino
    - Discontinue touching.
    - Distance is safe.
    - Reduce inventory to seven, use tram to transport to distance parties and sanitize before boarding.
  - Indian Rhino - Discontinue
  - African Elephant
    - Reduce capacity to 10 participants
    - enforce 6’ distance between parties.
  - Koala
    - No changes to encounter.
  - Penguin
    - Reduce capacity to maintain distance between parties.
  - Tortoise
    - One party at a time inside Aldabra habitat.

**Conservation Stations**
- No stations open or modify stations to not include any handling of objects.
- Guest Engagement Ambassador "narrate" at habitats, potentially on microphone, encouraging guests to maintain a six feet distance.
**Summer Camps**

- Shift start of camps back two weeks to mid-June
- Move all activities outdoors and/or limit camper numbers in lodge.
- Modify any "partner" activities to be solo, and have counselors encourage/enforce six feet distance.
- Incorporate frequent hand washing into campers’ daily routine.
- Discourage sharing of objects (iPads, phones, etc.).

- No games that require touching of each other or communal objects (such as board games).
- Disinfect camper areas whenever possible.
- Spread lunch out in lodge. 4 campers per table maximum to maintain safe distances.
- Stagger lunch groups.
- Counselors serving food must wear PPE (face mask and gloves).