Thank you for booking a Zoo to You Outreach! Due to the COVID-19 pandemic, we have updated some of our policies and practices to ensure a safe experience for participants, zoo staff, and animals. Please review this document. Any questions may be sent to pedwards@chattzoo.org or 423-597-1322 x5790.

What COVID-19 Safety Precautions/Policies are in place?

- **Masks & Social Distancing**
  - The educator will wear a mask and maintain a distance of six feet from participants and staff.
    - We strongly recommend that participants and staff wear masks; however, it is not required.
- **Arrival**
  - The educator will arrive 10-15 minutes prior to the presentation time. They will call when parked at the facility to ask that the participants begin assembling in the presentation area. We ask that the facility contact our educator by phone when the participants are settled in the presentation space.
    - Please note that our educator will contact you from their personal phone; therefore, it may not be a 423 area code. Please do **not** call this number to book future programs.
  - The educator will follow any special parking, entry, and/or check-in instructions provided on the Zoo to You Outreach Application.
- **Presentation Space**
  - We ask that all participants and staff be settled into the presentation space prior to the educator entering the facility. It may take a moment for the Zoo educator to set up for the program.
  - We ask that the presentation area be cleaned and sanitized.
  - Please provide a table for the educator to place animal ambassadors and supplies.
  - We ask that a space of 6-10 feet is provided between the educator’s space and the participants.
  - The educator will leave the presentation area prior to the participants being dismissed from the area.
- **Animal Ambassadors**
  - At this time, we are unable to offer an animal ambassador touch opportunity but we will make sure the participants are able to see and connect with the animals.
    - We may be limited on which animal ambassadors we are able to bring due to COVID-19; therefore, we are likely to bring more of our reptile and invertebrate friends.

What do the presenter and animals need?

- **Safe Space**
  - The animals like to have three feet of safe space from participants while resting and being handled.
- **Quiet Space**
  - The animals are comfortable meeting new people; however, they like quiet spaces.
- **Food-Free Environment**
  - The presentation space should be free of drinks and food. Please note that water is acceptable. The animals have very specific diets and we do not want them to be tempted to snag a participant’s food.
- **Excited & Engaged Participants**
  - We ask that participants raise their hand to engage with the educator and volunteer for activities.
Zoo to You Presentation Guidelines- COVID 19

- **Chaperone Support**
  - The educator’s first priority is the safety of both the participants and animals. We ask that chaperones help encourage students to follow the above listed guidelines.
  - Please review our Zoo Rules with the participants prior to our outreach to help ensure a smooth presentation.

**What should I expect on the day of the outreach?**

- **Presentation Time**
  - The educator will begin the presentation promptly at the specified time on the outreach application.

- **Presentation**
  - Most presentations consist of an educational program and the presentation of animal ambassadors. The Chattanooga Zoo believes in our mission to engage and inspire our community to better understand and preserve wildlife through education.

- **Payment**
  - Your organization is welcome to pay the balance due before the outreach date via mail or payment can be given to the educator the day of the outreach.