CAZA ACCREDITATION STANDARDS

October, 2012 Edition

Contents

ACCREDITATION STANDARDS

These standards are formatted to follow the application/questionnaire and Inspection form. Placement of items in this document has no bearing on importance to accreditation processing as all areas are considered pertinent for the operation of a professional institution.

While the words “should” and “must” are both used in these standards, under certain circumstances, the Commission may waive a “must” or strongly encourage the implementation of a “should.” Peer review, by both the Visiting Committee and the Accreditation Commission, will continue to allow certain levels of subjectivity.

GLOSSARY OF TERMS:

CEO/Director: The position with the authority and responsibility for the operation of the institution: other titles may include president, chief executive officer, superintendent, supervisor, manager, or other similar title.

Governing Authority: The agency which has authority for governing the operations of the institution: such may include city, county, state/provincial, or federal government bodies, or private corporation, foundation, society, or other similar entities.

Institution: A zoological park, aquarium, oceanarium, wildlife park, or similar facility that may qualify for accreditation.

GOVERNING AUTHORITY

The governing authority must be supportive of the institution, abiding by the CAZA Code of Professional Ethics and Charter & Bylaws.

> *Explanation: The Commission must be assured that an institution's governing authority understands and is willing to be supportive of the institution abiding by the CAZA Code of Professional Ethics and Charter & Bylaws.*

1. The lines of communication between the CEO/Director and the governing authority must be clearly defined. Additionally, the governing authority must be structured so that its relationship to the professional staff is clearly understood and followed.

> *Explanation: If clear lines of communication do not exist, a breakdown in the operation of the institution and care of the animal collection could occur. It is essential to have a good working relationship between the governing*

authority, CEO/Director, and staff.

2. The governing authority has the responsibility for policy matters and oversight of the institution. The CEO/Director must be responsible for the day-to-day management of the institution, including animal acquisitions/dispositions, staff, and programs.

   Explanation: While the governing authority may have input, the decisions regarding the animal collection must be made by the professionals who are specifically trained to handle the institution's animal collection, staff, and programs.

3. The CEO/Director should be an ex officio member of the governing authority board or have the opportunity to attend meetings that would affect operations of the institution.
4. The institution must address all issues raised in the previous inspection. In cases where this has not happened the Institution must be prepared to explain the lack of success to the visiting committee.

STAFF

1. A CEO/Director must be available to the institution on a full-time basis.
2. In the event a CEO/Director has several "jobs" (i.e., also directs other areas of a park system), clear priorities must be established, with each job having separate and distinct descriptions.
3. Personnel involved in the management and maintenance of the animals must have the physical ability, the knowledge, the access to information, the training and the equipment as necessary to:
   3.1. adequately and humanely maintain the animals under the conditions provided
   3.2. provide adequate nutrition
   3.3. provide environmental enrichment for the behavioural needs of the animal
   3.4. Respond appropriately to predictable emergency scenarios.
   3.5. Appropriately handle hazardous goods and materials
   3.6. Deal with hygiene and zoonoses issues
4. Staff members should receive opportunities for continuing education and training programs including some funding for travel, meeting/conference participation, tuition, and other professional opportunities.
5. There must be an adequate number of trained staff to care for the animal collection and to conduct the institution's programs. While there is no set formula for prescribing the size of the staff, the general condition of the collection and exhibits and past staffing practices, may be used to define what is considered "adequate."
6. A professional attitude in the working relationship between staff members should be maintained so as to enhance the operations of the institution

7. All animal care staff must be monitored throughout the working day and confirm their departure upon leaving the institution.
8. Established policies and position statements of CAZA must be on file in the institution and the management and staff must have a working knowledge of these policies.
9. Staff members should be encouraged to actively participate in CAZA programs, as well as other programs developed by conservation-oriented organizations

SUPPORT ORGANIZATION

1. The terms establishing the working relationship between an institution and its support organization must be in writing and adhered to in practice.
2. A support organization must share the institution's goals and objectives.

   Explanation: A support organization which has goals inconsistent with those of the institution may jeopardize the institution's work.

3. The support organization must recognize the CEO/Director's overall responsibility for the management of the institution.

   Explanation: the CEO/Director should have final authority in matters affecting the institution.

4. If the support organization raises funds for the institution its methods should be appropriate and consistent with the image that the institution is projecting.

FINANCE

1. An institution, regardless of whether operating on a profit or nonprofit basis, must provide sufficient evidence of its financial stability.

   Explanation: Proof of financial support includes contingency plans for use in the event that significant decreases in support are anticipated. In the case of financial reports other than audited statements, the commission shall determine what constitutes sufficient evidence.

2. Insurance coverage, via independent carrier or internal means, must be provided for visitors, staff, volunteers/docents, and physical facilities.

3. An institution should provide evidence of a capital improvements and maintenance program for the next five years and indicate sources of funding.

Explanation: Capital improvements include renovations, maintenance of buildings/grounds/exhibits, new construction, and demolition of outdated structures. The Commission and its Visiting Committees review all components of an institution, including walkways, driveways, and buildings—not just animal enclosures.

PHYSICAL FACILITIES

While the Commission is interested in the institution's future plans, accreditation will be based upon operations and facilities existing at the time of the Visiting Committee inspection.

General Standards for Animal Facilities

1. Building materials and substrate to which animals have access must be:
   1.1. non-toxic

   Explanation : in the method in which it is used, the material does not represent a toxic hazard to the animal species to which it is exposed

   1.2. in good repair and of a texture and design which does not predispose the animals to abrasion, laceration or other injury considering the behaviour and physical characteristics of the animal
2. The environment in which the animals live must:
   2.1. be wholesome in terms of providing adequate ventilation/aeration with clean, acceptably toxin - free air for respiration
   2.2. Not adversely affect the animals considering its auditory, olfactory and light or visual sensitivities.
   2.3. Provide appropriate quality of water for those species that are marine in nature
3. Where artificial environmental systems must be maintained to support the animals, these systems must be monitored either mechanically or manually to enable repair or substitution with alternate systems thereby preventing distress, injury or death of the specimen.
4. Animal waste must be used or disposed of in a manner that complies with all applicable regulations.
5. Sewage disposal from all facilities must comply with all applicable regulations.
6. Toxic or hazardous waste must be handled according to occupational and public health regulations.
7. Animal enclosures in which animals are on public display must be of a size which enables the animal to:
   7.1. Exercise natural behaviours to facilitate public education and interpretation.

Explanation: Consideration should be given to the recommended enclosure standards designated under the current government regulations and established guidelines of professional groups

7.2. Achieve a distance from the public and other specimen at which the animals do not appear to be stressed.

7.3. Achieve a full range of body motion and physical movements.

Example: Animals may be physically altered to preclude certain physical activities (e.g. pinioning) only as a last resort and only if an environment can be provided in which the limitations of the altered state do not create predictable physical or psychological discomfort

7.4. Contain "furniture" or procedures to physically and psychologically enrich the environment and stimulate physical movement and behaviour of the specimen.

7.5. Contain natural or fabricated shelters enabling animals to protect themselves from natural conditions (e.g. sun, rain, snow).

8. Long-term or permanent animal enclosures for animals off public display including winter holding must:

8.1. Be of a size that enables the animal to achieve a distance from the staff or other animals at which the animals do not appear to be stressed and to achieve a full range of body movements.

8.2. Be provided with "furniture" and/or procedures to physically and psychologically enrich their environment and stimulate physical movement and behaviour.

8.3. Contain natural or fabricated shelters enabling animals to protect themselves from natural conditions (e.g. sun, rain, snow).

Explanation: It is critical in situations where animals are moved to alternate housing for the winter season that the same quality of husbandry is provided to them. During inspections the committee will be asked to pay special attention to this element of the operation. In situations where significant numbers of animals are relocated and as a result it is impossible for an accurate assessment to be done during the inspection the commission may direct a follow up winter inspection be conducted.

9. Temporary Animal Housing must:

9.1. Be of a size and design which minimizes the likelihood of trauma to the specimens while providing fundamental physical needs.

9.2. Be utilized only in short term situations or during animal movement. Provisions should be underway to move any animal in temporary housing to adequate long - term enclosures.
9.3. Contain natural or fabricated shelters enabling animals to protect themselves from natural conditions (e.g. sun, rain, snow).

10. An institution must have access to holding facilities for the quarantine of newly arrived animals and isolation facilities for the treatment of sick/injured animals.
11. If not in separate buildings, commissary areas must be physically separated from other functions such as the animal hospital (including animal treatment, isolation, holding, deceased animal storage) and employee lounges.
12. Alarms for fire, security, and other safety alerts must be in place and in working order. Routine maintenance records should be kept, detailing safety checks of the equipment.
13. Lighting must be sufficient in all indoor facilities, including night houses, so that maintenance can be accomplished and animals can be observed.
14. A means for emergency lighting must be available.
15. Lighting in public areas should be sufficient for the safe manoeuvring of the visiting public.
16. A complete barrier, natural or fabricated perimeter fence, must exist around the animal enclosures, which protects the animal collection from direct exposure to the non-visiting public and exposure to feral or domestic animals. The level of security required will vary according to the species in the collection and the proximity of the institution to populated areas, to agricultural land and to sensitive wildlife habitat. (Recommended minimum barrier should be the equivalent of a 2 meter high, chain link fence) The perimeter fence should be independent of any animal exhibit.

Explanation: There are rare instances where the terrain surrounding the facility provides a viable barrier. However, most facilities must be enclosed by a perimeter fence. Institutions which are entirely enclosed within a building may be exempt from this requirement

17. In order to create the optimum environment for motivating visitors to appreciate and conserve wildlife, the exhibits should be presented in a scientific and aesthetic manner.
18. There should be an adequate supply of restrooms for both visitors and staff.
19. Sidewalks and roads should be well maintained and properly signed.
20. In order to create the optimum environment for motivating visitors to appreciate and conserve wildlife, the grounds should be well maintained with appropriate plantings and public areas.
21. There should be an adequate supply of restrooms for both visitors and staff.
22. Sidewalks and roads should be well maintained and properly signed.

23. In order to create the optimum environment for motivating visitors to appreciate and conserve wildlife, the grounds should be well maintained with appropriate plantings and public areas.
24. Amusement rides, water parks and playgrounds etc. must comply with all local, provincial and federal regulations.

SAFETY/SECURITY

1. Security must be provided to safeguard the animal collection and the public.
2. Security should be provided on a 24-hour, year-round basis.

> *Explanation: The Commission recognizes that all institutions may not be able to provide security personnel on a 24-hour basis; however, every attempt should be made to provide security when the institution is closed to the visiting public. Security responsibilities should include regular rounds of the entire institution to detect problems. If it is impractical to provide security personnel, the Commission may approve the use of electronic systems or other acceptable security measures.*

3. Adequate barriers must be in place to enable containment of an escaped animal within the property.
4. Some method of remote or manual monitoring of the security of the institution when not open to the public must be in place.
5. Public must be prevented from directly contacting potentially dangerous animals by use of double fencing or other barriers.

Standards for Risk Management

> *Explanation: Risk management is defined as a plan in which areas of potential risk for injury/harm to the visiting public and employees, as well as ways for prevention of such injury/harm, are identified. (Some examples of potential risk to employees include wet floors and poor lighting and ventilation in work areas, poorly constructed/planned exhibit service areas, cluttered work space, inadequate training, and animal shift mechanisms not in proper repair.)*

5.1. Identification - Institutions must identify the potential perils, factors and types of risk to which their assets, program activities and interests are exposed. Areas to be considered would include but are not limited to:

- 5.1.1. Natural disasters – flood, earthquakes, severe weather resulting in damage to facilities or loss of services, fire.
- 5.1.2. Public safety- animal escapes, public/animal contact that results in injury, lost children, first aid
- 5.1.3. Animal health – bio security, zoonotic diseases, pest management, reportable disease outbreaks.
- 5.1.4. Man made problems- terrorist activities, loss of staff due to union action, loss of services such as electricity, heat or water.

5.1.5. Staff safety – Occupational health and safety issues, zoonotic disease protection,

5.2. Minimization – Institutions must analyze and assess the risks identified, and design and implement cost-effective risk prevention, reduction or avoidance control measures.

5.3. Containment – Institutions must have processes in place to allow them to activate emergency organizations, systems, and contingency plans

5.4. Restoration and recovery - Institutions must have a plan to repair or replace damaged assets and operating systems to allow a return to normal operations as soon as possible. In addition an assessment of what steps should be taken to minimize or eliminate the likelihood of repetition of the incident should be completed.

5.5. The institution must investigate incidents to determine their causes and document their findings for review by the Accreditation Commission if required.

5.6. The institution must have access to applicable regulation concerning:

5.6.1. fire prevention and control
5.6.2. humane animal regulations
5.6.3. International Air Transport Association (IATA) regulations
5.6.4. CAZA standards, policies and Code of Ethics
5.6.5. Veterinary Act
5.6.6. Canadian Food Inspection Agency regulations (as applicable)
5.6.7. Department of Fisheries and Oceans regulations (as applicable)
5.6.8. Zoo regulations (as applicable)

Standards for Emergency Preparation

Explanation: Emergency procedures include those for animal recapture, bites/stings by a venomous animal, natural disaster (fire, hurricane, flood, tornado), major power failure involving life-support systems, major communication failure, and emergencies created by humans or stray animals. Emergency drills should be conducted at least annually to determine if all staff are aware of emergency procedures, as well as to identify potential areas which could cause problems in the handling of an emergency.

5.7. Plans to respond to predictable emergency scenarios must be clearly defined in writing and all staff must be aware of their responsibilities and the overall objectives.

5.8. All institutions must have a written plan available to staff for first-aid and other various health emergencies.

5.9. All animal housing structures in which there is electrical service, an artificial source of temperature control, fuel service, or to which the public has access

must have at least one appropriate class fire extinguisher as designated by local regulation

5.10. All fire extinguishers must be charged and inspected at least annually and personnel trained in their usage as required by local regulation.

5.11. Firearms must be maintained in operational condition, stored in a locked area when not in use and under conditions which comply with relevant regulation.

5.11.1. Access to firearms must be restricted to those personnel certified in their use

5.11.2. Personnel who are responsible for the use of firearms in emergency response protocols must be aware of their responsibilities and the proper procedures as designated in the written protocol.

5.12. Written Emergency Response Plans for situations including but not limited to the following must be in place:

5.12.1. Animal Escape
5.12.2. Fire
5.12.3. Flood/Storm
5.12.4. Human exposure to animal venom or poison (where applicable)
5.12.5. Human injury or distress (public, staff, volunteer)
5.12.6. Utility failure (where applicable)
5.12.7. Public in animal enclosure
5.12.8. Lost child or adult

5.13. These plans must be reviewed and updated at least annually and all personnel involved in such procedures must be aware of the plans and their responsibilities in the event of an emergency.

5.14. Institutions maintaining venomous animals must have appropriate antivenin available, and its location must be known by all staff members working in those areas.

5.14.1. An individual should be responsible for inventory, disposal/replacement, and storage of antivenin.

5.14.2. All areas housing venomous animals must be equipped with an alarm system which is routinely checked.

5.15. Security personnel must be trained to handle emergencies in accordance with the policies of the institution.

5.16. The institution must have a communication system that can be quickly accessed in case of an emergency.

Explanation: There should be immediate access to designated persons in case of an emergency via walkie/talkie, pager, mobile telephone, intercom, telephone, alarm, or other electronic devices*.*

5.17. A written emergency protocol should be developed in collaboration with the local police or other emergency agencies and include response times to emergencies.
5.18. Those institutions which utilize underwater diving with compressed air (SCUBA or surface-supplied) as a part of regular operations and/or maintenance must meet minimal operational safety standards for such diving.
5.19. Institutions must comply with the applicable laws for their location and size of institution.
5.20. Pest control programs must be operated in such a way that the animal collection, the staff and the public is not threatened by pests or contamination from pests.

Explanation: Rodent control, proper drainage, clutter in work areas, and other housekeeping activities require continuous attention.

Standards for Equipment and Chemicals

5.21. Equipment and machinery must be in good repair and safe to operate.
5.22. Provisions must be available to sanitize equipment that may be used in more than one animal enclosure.
5.23. Where an item of machinery or equipment is critical to the maintenance of animal specimens, contingency plans must be in place in the event of dysfunction or loss of that item.
5.24. Chemicals used or stored on the property of the institution must be properly identified by label.
5.25. All chemical labelling and Material Safety Data Information must be in accordance with applicable regulation.
5.26. Containers of chemicals must provide for the safe storage of the material.
5.27. Containers of chemicals must be stored or maintained in appropriate areas and under appropriate security to minimize the opportunity of spillage or accidental human or animal exposure.

5.28. All animal exhibits must be provided with appropriate shift, holding or transfer facilities to ensure that they can be serviced in a means that is safe for both the animals and the staff servicing them.

5.29. In order to ensure an organized and coordinated approach to operational safety each institution should have a safety and security committee.

5.30. All institutions should consider creating a written protocol for confined space entry and lockout.

5.31. All wet environments and aquatic exhibits must be provided with ground fault interrupt electrical service .

ANIMAL CARE

General Standards for Animal Care

1.1. All institutions must have an Institutional Collection Plan (ICP). The ICP should be re-evaluated and updated at minimum every five years.

1.1.1. The animal collection should be representative of the mission statement of the institution.

Explanation: The ICP should include a statement of justification for all species and individuals in the institution's planned collection. The ICP should consider such criteria as: status in the wild, status in zoos and aquariums, existence and priorities of cooperative management programs, ability to maintain the species in both a physically and psychologically healthy environment, exhibit value, exhibit suitability (may include climatic considerations), need for husbandry and other research, recommendations stated in Regional Collection Plans, and any other issues specific to the institution's mission and vision.

1.2. All animals or animal groups must be observed by animal keeping staff at least once daily and as often as required given the circumstances of the environment, animal condition and behaviour of the animal or group.

Explanation: Hibernation and periods of particular sensitivity such as those associated with reproductive activity of some species may preclude daily observation

1.3. A potable source of water for animal maintenance must be available to all specimens.

1.4. Animal identification and records must provide information to enable current and retrospective investigation of genealogy, life history and medical events

1.4.1. A staff member must be designated as being responsible for the institution's animal record-keeping system. That person should be charged with establishing and maintaining the institution's animal records, as well as with keeping all animal care staff members apprised of relevant laws and regulations regarding the institution's animal collection.

1.4.2. Animals must be identifiable whenever practical, and have corresponding ID numbers.

1.4.3. For animals maintained in colonies or other animals not considered readily identifiable, the institution must provide a statement explaining how record keeping is maintained.

1.4.4. Animal records must be kept current, and data should be logged daily.

Explanation: Keepers and aquarists should keep daily reports. Records must be kept for at least one year. Prior to disposal of any animal record files, all pertinent information should be transferred to the animal's permanent historical file.

1.5. An animal inventory must be compiled at least once a year and include data regarding activity in the animal collection.
  1.5.1. All species owned by the institution must be listed on the inventory, including those animals on loan to and from the institution. In both cases, notations should be made on the inventory.
  1.5.2. Animal records, including health records, must be duplicated and stored in a separate location.
  1.5.3. At least one set of the institution's historical animal records must be stored and protected. Those records should include permits, titles, declaration forms, and other pertinent information.
  1.5.4. ISIS participation is strongly recommended for all species, and especially for all endangered, CITES I, Canadian Species Survival Plan (CSSP), and studbook species in the animal collection.

  Explanation: If an institution is not a full participant in ISIS, a complete and up-to-date set of animal records should be duplicated and stored in a separate location. Regardless of ISIS participation, all institutions should maintain at least one complete set of animal records in a fireproof safe or in a suitably secure location.

1.6. Animals must be displayed in exhibits and in numbers sufficient to meet their social and behavioural needs. Display of single specimens should be avoided unless biologically or behaviorally correct for the species or individual involved.
1.7. If animal demonstrations are a part of the institution's programs, an educational/conservation message must be an integral component.
  1.7.1. A philosophy on the use of live animals in programs should be on file
  1.7.2. Animals in education programs must be maintained and cared for by trained staff.
  1.7.3. Housing conditions must meet standards set for the remainder of the animal collection.
  1.7.4. If animal feeding is allowed the institution must ensure that essential elements of the diet are provided by zoo keeping staff.
  1.7.5. If animals are brought onto the institutions grounds to participate in programming appropriate programs such as quarantine and vaccination protocols must be in place to protect the health of the resident collection.
1.8. Institutions which include elephants in their collection must follow the directions within the CAZA Elephant Care Manual

1.9. A regular program of monitoring water quality for collections of fish, pinnipeds, cetaceans, and other aquatic animals is required. A written record shall be maintained to document long-term water quality results and chemical additions.

Explanation: Monitoring of selected water quality parameters will provide confirmation of the correct operation of filtration and disinfection of the water supply available for the collection. Additionally, high quality water enhances animal health programs instituted for aquatic collections.

1.10. The animal collection must be protected from weather detrimental to their health.

Explanation: Animals not normally exposed to cold weather should be provided heated enclosures. Likewise, protection from excessive heat should be provided to those animals normally occurring in cold climates.

1.11. A formal written enrichment program is required which promotes species-appropriate behavioural opportunities for appropriate taxa.

1.11.1. It is recommended that a specific staff member or committee be assigned to oversee program management including implementation, training, and interdepartmental coordination of enrichment efforts (based on parallels with research and record-keeping guidelines).

Explanation: It is recommended that an enrichment program be based on current information in behavioural biology, and should include the following elements: goal-setting, planning and approval process, implementation, documentation/record-keeping, evaluation, and subsequent program refinement.

1.12. All institutions dealing with collectors of aquatic specimens have the responsibility to determine that the collection procedures are not to be the cause of environmental abuse (e.g., cyanide poisoning and reef blasting, or other unacceptable practises).

Explanation: Member institutions are encouraged to pursue and develop environmentally friendly and responsible working relationships with all their collection suppliers.

1.13. All institutions dealing with commercial collectors have the responsibility to determine that the collectors are properly permitted to conduct legal collections of animals (including aquatic animals) from the wild.

1.14. Buildings and substrate to which animals have access must be kept clean:

1.14.1. washable surfaces should be washed clean and disinfected as required to prevent potentially dangerous accumulations of organic and inorganic materials and organisms

1.14.2. Substrate that cannot be washed should be cleaned of gross waste and dangerous contaminants and replaced as required to maintain a wholesome environment.

Standards for Human and Animal Contact

1.15. Guardrails and barriers must be constructed in all areas where the visiting public could have contact with any animals other than those appropriate for public handling.

1.16. Potentially dangerous animals must be held in facilities that prevent physical contact with staff and visitors, unless a full risk assessment has been conducted and the results used to develop procedures which minimize the likelihood of attacks on handlers and visitors where they are permitted to come into contact.

1.17. Where direct contact between animals and the visiting public is allowed, the animals concerned must be carefully selected, monitored, treated humanely and with respect at all times; staff must be on hand and visible at all times to ensure this, and monitor public behaviour.

1.18. Where direct contact between animals and the visiting public is promoted, hand washing and/or sanitizing facilities must be provided, and the public must be encouraged to use them.

1.19. Animals in contact programs must be checked on a regular basis to ensure that they are free of infectious processes transmissible to people. There must be a regular program of cleaning faeces and other debris from contact areas to which the public has access.

1.20. Animals displayed in an area that the public enters and are encouraged to have direct contact with, must have a separate area to which they may retreat and be isolated from the public. Public feeding of contact animals must be monitored by staff to ensure proper nutritional requirements of the animals is met.

1.21. Animals in a contact area must be monitored by facility staff on a regular basis to ensure they have not become aggressive, putting the public in harm's way. The facility should have protocols in place to deal with aggressive animal behaviour.

1.22. Animals that appear in meet the keeper presentations, or that are used in presentations either on or off the facility site and are in contact with the public, will be considered to be animals in contact areas and must have the same rules of hygiene and food monitoring applied. This includes animals in drive-through exhibits where feeding is allowed as part of the visitor experience and for institutions that allow animal feeding or contact through a barrier.

1.23. A review must be undertaken should a member of the public be injured in a contact situation.

Standards for Animal Acquisition and Disposition

1.24. Each institution must have a written acquisition/disposition policy that, at minimum, incorporates all requirements contained in CAZA's acquisition/disposition policy.

Explanation: Animal acquisition/disposition policies (including breeding loans) should be continually reviewed to keep them current with all local, provincial, regional, national, and international wildlife laws. Such policies must also incorporate all rules/regulations/resolutions adopted by CAZA regarding hunting ranches, animal auctions, research, pets, participation in conservation programs, and other issues involving the acquisition and disposition of wildlife.

1.25. Legal restrictions on the acquisition or disposition of animals must be observed.

1.26. The institution must be concerned that the manner of disposition or acquisition be in the best interests of the animals, the species, the institution and the public it serves.

1.27. Live animals may be disposed to or acquired from animal suppliers having the qualifications and facilities to care for the animals in accordance with the CAZA Code of Professional Ethics. The source from which the suppliers have obtained the animals must be acceptable within CAZA guidelines. Similarly, the ultimate destination of animals sent to suppliers must be disclosed and approved before animals are sent to them.

1.28. A medical history, normal diet and a management/husbandry summary must accompany or precede an animal relocation.

1.29. Animals will not be sold, traded or otherwise transferred to any organization or individual for the purpose of being hunted.

1.30. When making surplus animals available to private individuals or non-accredited institutions, the institution surplusing the specimen must utilize an agreement form that requires the recipient to adhere to the CAZA Code of Professional Ethics, the Animal Acquisition/Disposition and other applicable CAZA policies. The agreement should address the following:

1.30.1. The purpose of acquisition: propagation, education, research, display, other.

1.30.2. How does the facility/individual qualify to have the acquisition?

1.30.3. A detailed description and sketch or photograph of the housing facilities for the animal being acquired and all management protocols.

1.30.4. Copies of all necessary permits or licenses to possess the species.

1.30.5. A recommendation from a representative of at least one CAZA facility and/or appropriate alternate

1.30.6. Provision that the animals in question might have to be returned or re-housed should accommodation or husbandry prove to be unworkable or inappropriate.

1.30.7. A signed statement must be included in the transaction agreement stipulating that the recipient will comply with the above. This agreement must be kept on file and made available to the Accreditation Inspection Committee or to the Ethics Committee if requested.

1.31. Records must be maintained for all transactions involving acquisition and disposition of animals to and from the collection and must include the terms of the transaction.

1.32. Copies of all relevant permits, importation papers, declaration forms, titles, and other appropriate documents establishing a paper trail of legal acquisition must be maintained whenever possible. When such information does not exist, an explanation must be provided regarding such animals.

Standards for Animal Transport

1.33. All health certificates, test results, and permits must accompany shipment

1.34. Phone numbers for both the shipper and receiver must accompany shipment

1.35. Feeding and watering instructions must accompany the shipment

1.36. Containers used for the transport of animals on airlines must conform to or exceed the current International Air Transport Association (IATA) live animal regulations. Other forms of transport must be suitable to the animals needs

1.37. Crates must be marked in a manner consistent with IATA guidelines.

1.38. Consideration must be given to exterior temperatures. Animals must only be transported by road when the ambient temperature of the trailer, vehicle or container is within the animal's comfort range.

1.39. When utilizing commercial transporters, the drivers must follow all Department of Transport guidelines.

1.40. Animals must be fed and watered daily as per instructions (species specific)

Standards for Elephant Care

1. Each institution must have one person designated as the elephant manager.
2. The elephant manager must demonstrate knowledge about all emergency protocols and continually improve elephant management techniques as the industry guidelines evolve.
3. Each facility must develop and implement a personnel-training protocol to document new employee training and endorsement as a qualified elephant handler.

4. Each facility must maintain a current written elephant management instruction manual. The instruction manual must include, but is not limited to, the following:
   4.1. Elephant management program missions and goals,
   4.2. Elephant management policies, including directions for handling, husbandry, enrichment and training,
   4.3. Plan to separate animals from each other, safely manage elephants that are aggressive toward other elephants, safely move elephants from one location to another, and safely manage elephants that are aggressive toward humans,
   4.4. Incident reports for all cases in which elephants show aggression toward keepers or to the public,
   4.5. Emergency response protocol (Facilities must be able to demonstrate readiness to respond to an elephant emergency situation, such as an elephant escape or keeper injury),
   4.6. Safety protocols for visitor-elephant interactions and elephant rides,
   4.7. Current behavioural profile of each individual elephant, updated regularly.
   4.8. A comprehensive, documented elephant health care program under the direction of a veterinarian.
5. All elephant facilities must undertake a regular elephant facility and program safety assessment.
6. Each facility must have a training program for their elephants.
7. Trained behaviours must allow the elephant care staff access to the animal in order to accomplish all necessary animal care and management procedures.
8. Every keeper must be taught the proper application of each tool in use at their institution as part of their training program.
9. All chains and attachment devices must be inspected daily, and staff must be trained in their proper use.
10. If a facility does not have an Elephant Restraint Device, (ERD, a device to keep an elephant in a designated space in order to facilitate husbandry and medical procedures), staff must demonstrate a method of restraint or training that allows necessary husbandry, veterinary, and reproductive procedures to occur in a safe and efficient manner.
11. Each facility must have documented husbandry guidelines including, but not limited to, the following:
   11.1. All elephants must be visually inspected on a daily basis. A general assessment must be made and any unusual activities must be promptly dealt with and recorded in the daily log. Specifically, reports should include observations of the individual elephants such as condition of urine and feces, eating and drinking patterns, administration of medications (if any), and general condition and behaviour.
   11.2. All elephants must be trained to permit a daily body exam (including feet, skin, eyes, ears, open mouth and tongue, teeth, and tusks) for any sign of abnormalities. Results should be documented in the elephants' health records.

11.3. Comprehensive environmental enrichment plan for elephants with documented evidence of implementation,

11.4. Protocol for routine foot care including daily cleaning and inspection of each elephant's feet and evidence of its implementation,

11.5. Daily exercise and training program for each individual animal.

12. Holding space for males must be designed to best care for the male elephant in musth, allowing him space to move and exercise safely unrestrained.
13. Facilities must have the ability to manage social compatibility as well as dominance and aggression as they arise within an elephant group.
14. Facilities must have the ability to manage various introductions and separations such as a new female to a herd, females to males for breeding, a newborn calf to its mother, and a calf and mother to the herd.
15. Facilities must provide an opportunity for each elephant to exercise and to interact socially with other elephants unless under extenuating circumstances (evaluated by veterinarian and elephant manager).
16. All facilities must have the ability to separate and isolate animals to address behavioural concerns or allow veterinary procedures to occur.
17. All enclosures must be cleaned of excrement daily.
18. Indoor space must provide adequate room for elephants to move about and lie down without restriction.
19. Indoor holding areas must be well ventilated, and be able to be heated to a minimum temperature of at least 12.8 degrees C (Olson, 2004 - Elephant Husbandry Resource Guide, pg 76) at all times of the year.
20. Concrete floors must be impervious to water, quick to dry, and sloped to a drain.
21. Outdoor areas must have enough space for animals to get away from each other if they wish and be large enough for adequate exercise opportunities.
22. Provisions must be made to protect elephants from adverse weather, including cold winds, chilling rain, sleet, sun, heat, etc.
23. Elephant containment barriers must be in good condition and able to prevent elephant escapes.
24. Doors and gates must be engineered to withstand extreme force.
25. A written elephant extraction protocol must be in place in any facility using moats directly around elephant areas.
26. A veterinarian with experience in large mammal medicine must be on call at all times to perform elephant health evaluations, oversee treatment and medical emergencies.
27. Facilities must have a comprehensive, documented elephant health program under the direction of a veterinarian.
28. Facilities must have a necropsy performed, preferably following the Association of Zoos and Aquariums (AZA) Elephant Species Survival Plan (SSP) Necropsy Protocol (Appendix C – AZA SSP Elephant Necropsy Protocol Gross Examination Worksheet). http://www.elephanttag.org/Professional/Elephant_Necropsy2004-2005_final_version.doc

29. Appropriate and nutritionally correct food must be provided daily in sufficient quantities to maintain elephant health, appropriate weight and formulated to provide a complete elephant diet.
30. Elephants must have daily access to clean, fresh drinking water.
31. Every elephant facility must institute a program to educate visitors and promote an improved understanding about elephants and elephant conservation issues.
32. Facilities that manage elephants must contribute to conservation through public education, scientific research, and/or support of field conservation projects.

VETERINARY CARE

1. Veterinary services must be provided for the animal collection that complies with the Guidelines for Zoo/Aquarium Veterinary Medicine Programs and Veterinary Hospitals (Journal of Zoo and Wildlife Medicine, 21 (3), 1990).
   1.1. Institutions should adopt the guidelines for medical programs developed by the American Association of Zoo Veterinarians [http://www.aazv.org/guidelines.htm].
2. A full-time staff veterinarian is recommended. However, the Commission realizes that in some cases such is not practical. In those cases, a consulting/part-time veterinarian must be under contract to make at least twice monthly inspections of the animal collection and respond as soon as possible to any emergencies. The Commission also recognizes that certain collections, because of their size and/or nature, may require different considerations in veterinary care.
   2.1. The contract veterinary program must include but not be limited to consultation regarding preventive health care of the collection and clinical veterinary services including 24-hour emergency service.
3. The veterinary care program must emphasize disease prevention.

   Explanation: Vaccination and preventative medicine programs (including TB testing where appropriate) must be in force for the entire collection and under the direction of qualified support staff.

4. Facilities must be available for the isolation and treatment of sick or injured animals and for the quarantine of newly arrived animals.
   4.1. Quarantine, hospital, and isolation areas must be in compliance with standards/guidelines adopted by CAZA.
   4.2. Written, formal procedures for quarantine must be available to all staff working with quarantined animals.

Standards for Quarantine

4.3. Quarantine Facility

4.3.1. Either a separate quarantine facility (consider the ability to accommodate mammals, birds, reptiles, amphibians, and fish) must be available, or if a specific quarantine facility is not present, newly acquired animals must be isolated from the established collection in such a manner as to prohibit physical contact, to prevent disease transmission, and to avoid aerosol and drainage contamination.

4.4. Quarantine Length

4.4.1. Quarantine for all species must be under the supervision of a veterinarian and consist of a minimum of 30 days.

4.4.2. For birds, reptiles, amphibians, or fish, the quarantine period must be closed for each of the above Classes. Therefore, the addition of any new birds into a bird quarantine area requires that the quarantine period begin

again on the date of the addition of the new birds. The same applies for reptiles, amphibians, or fish.

4.5. Quarantine Personnel and equipment.

4.5.1. Either a keeper must be designated to care only for quarantined animals or the keeper must attend quarantined animals only after fulfilling responsibilities for resident species.

4.5.2. Equipment used to feed and clean animals in quarantine should be used only with these animals. If this is not possible, then equipment must be cleaned and disinfected (as designated by the veterinarian supervising quarantine) before use with post-quarantine animals. Dedicated footwear and clothing (eg. Lab coat, coveralls) should be available when servicing quarantine areas.

4.5.3. Institutions must take precautions to minimize the risk of exposure of animal care personnel to zoonotic diseases that may be present in newly acquired animals.

4.5.4. A rabies prevention and surveillance program must be available for staff and the collection.

4.6. Quarantine Protocol

4.6.1. During the quarantine period, a veterinarian must physically examine the animal and appropriate prophylactic measures must be instituted.

4.6.2. Vaccinations must be updated as appropriate for each species.

4.6.3. Complete medical records must be maintained and available for all animals during the quarantine period.

4.6.4. Animals that die during quarantine must have a necropsy performed under the supervision of a veterinarian, and representative tissues submitted for histopathological examination, and saved frozen or submitted for other testing as indicated (eg. Bacteriology, virology, mycology, vitamin/mineral analyses, etc).

4.7. Quarantine Procedures

4.7.1. PRIMATES

4.7.1.1. Required

4.7.1.1.1. Comprehensive fecal analysis as described above

4.7.1.1.2. For primates from unknown background a minimum of 2 negative tuberculin tests using a tuberculin containing at least 1,500 units/.1 ml (e.g., Mammalian Human Isolate, Synbiotics Corp.) or other appropriate regimen as necessary for the species in question (e.g., orangutans, New World primates, etc.)

4.7.1.1.3. For a captive born animal coming from a facility that is TB free, one negative test is adequate

4.7.1.1.4. CBC/sera chemistry panel

4.7.1.1.5. Culture of feces for Salmonella sp./Shigella sp./Campylobacter sp.

4.7.1.1.6. For appropriate species; (e.g., Macaca sp.), serology for Herpesvirus simiae (Herpes B)

4.7.2. HOOF STOCK

4.7.2.1. Required

4.7.2.1.1. Comprehensive fecal analysis as described above

4.7.2.1.2. TB test whenever possible

4.7.2.1.3. Coggin's (Equine Infectious Anemia) testing for equids

4.7.3. SMALL MAMMALS/CARNIVORES

4.7.3.1. Required

4.7.3.1.1. Comprehensive fecal analysis as described above

4.7.3.1.2. Vaccinations as appropriate

4.7.4. BIRDS

4.7.4.1. Required

4.7.4.1.1. Fecal analysis as appropriate

4.7.4.1.2. Evaluate for ectoparasites

4.7.4.1.3. Appropriate testing for psittacosis in psittacines and columbiformes,

4.7.5. REPTILES AND AMPHIBIANS

4.7.5.1.1. Required

4.7.5.1.1.1. Direct and flotation fecals for parasites followed by appropriate treatment

4.7.5.1.1.2. Evaluate for ectoparasites

4.7.6. FISH

Quarantine standards for other zoo and aquarium animals cannot always be applied to fish, and adaptations must be made to the proposed procedures as they apply to fish populations. Proper and appropriate fish quarantine is a vital component of any successful health management program for fish. Quarantine procedures must be tailored to individual species and require greater variation than quarantine for other zoo and aquarium animals. It is in the interest of accredited institutions to carry out quarantine procedures that are both effective and practical, leading to improved animal health.

4.7.6.1. Fish Quarantine Facility

4.7.6.1.1. Either a separate life-support systems (LSS) with the ability to quarantine fishes must exist, or the LSS must be operated in such a way as to preclude disease transfer from one system to another and/or introduction into natural waters.

4.7.6.1.2. Discharge of water must comply with federal, provincial, and local environmental regulations.

4.7.6.2. Fish Quarantine personnel and EQUIPMENT

4.7.6.2.1.1. The institution will appoint the staff it feels has the expertise to supervise and operate the quarantine program.

4.7.6.2.1.2. All equipment (boots, nets, cleaning equipment, etc.) must be confined to the quarantine area.

4.7.6.2.1.3. Precautions must be taken to minimize the risk of zoonotic disease to personnel.

4.7.6.3. Each institution must have a written quarantine protocol.

4.7.7. MARINE MAMMALS

4.7.7.1. All CAZA institutions displaying marine mammals must have a quarantine program for new arrivals at the institution.

4.7.7.2. A facility must be available which can provide for the isolation of newly acquired marine mammals in such a manner as to prohibit cross-contamination resulting from physical contact, disease transmission, aerosol spread, waste drainage, or the reuse of untreated water.

4.7.7.3. Ocean pens must be located in a way that prevents the spread of any disease from animal to animal through natural water movement and at a distance from other penned animals deemed adequate by the supervising veterinarian.

4.7.7.4. Isolation practices must be instituted based on the prior medical history of the newly arrived animal.

4.7.7.5. Quarantine for all species must be under the supervision of a veterinarian and consist of a minimum of 30 days (unless otherwise directed by the veterinarian). If during the 30-day quarantine additional cetaceans or pinnipeds are introduced into the isolation facility, the 30-day period must begin again for all animals already in quarantine and exposed to the new arrivals.

4.7.7.6. Equipment used to feed and clean animals in quarantine should be used only with those animals or must be thoroughly cleaned and disinfected, as designated by the supervising veterinarian, before use with post-quarantine animals.

4.7.7.7. Institutions must take precautions to minimize the risk of exposure of animal personnel to zoonotic diseases that may be present in newly acquired animals if the attending veterinarian deems that such risk exists.

4.7.7.8. During the quarantine period, appropriate prophylactic measures must be instituted

4.7.7.9. In those species for which vaccines are available and recommended, vaccinations must be given as appropriate for each species.

4.7.7.10. A complete physical examination must be performed either during entrance into or prior to exit from quarantine.

4.7.7.11. Complete medical records must be kept and be available on all animals during the quarantine period.

4.7.7.12. Animals that die during quarantine must have a necropsy performed on them under the supervision of a veterinarian, and representative tissues should be submitted for histopathological

examination, with tissues saved frozen or submitted for appropriate testing as necessary (eg. Bacteriology, virology, etc).

4.7.7.13. CETACEANS
4.7.7.13.1. Required
4.7.7.13.1.1. CBC/serum chemistry panel
4.7.7.13.1.2. Physical examination
4.7.7.14. PINNIPEDS
4.7.7.14.1. Required
4.7.7.14.1.1. CBC/serum chemistry panel
4.7.7.14.1.2. Physical examination
4.7.7.15. SIRENIANS
4.7.7.15.1. Required
4.7.7.15.1.1. CBC/serum chemistry panel
4.7.7.15.1.2. Physical examination
4.7.7.16. **CARNIVORES** (Polar bear, sea otter)
4.7.7.16.1. Required
4.7.7.16.1.1. Direct and flotation fecal exam
4.7.7.16.1.2. CBC/serum chemistry panel
4.7.7.16.1.3. Physical examination
4.7.7.16.1.4. Vaccination as appropriate for the species.

5. Equipment required for the restraint, treatment and handling of the animal collection must be available.
   5.1. Hospital facilities should have a full range of diagnostic tools or have access to those tools.
6. If the cause of death of an animal is unknown, a necropsy must be performed, the results evaluated, appropriate follow up action taken and documentation maintained. Disposal must be done in accordance with local/federal laws.
7. Housing and care of animals to be used for feed must be in accordance with established standards outlined in the Canadian Council on Animal Care, Guide to the care and use of experimental animals, Vol. 1 & 2.
8. Animal diets must be of a quality and quantity suitable for each animal's nutritional and psychological needs. Diet formulations and records of analysis will be examined by the Visiting Committee.

   Explanation: The Commission believes it is important to regularly test animal diets for nutritional analysis and suitability for each species. Records of such testing should be maintained.

   8.1. Appropriate reference material for the nutritional requirements and feeding practices of the animals in the collection must be available
   8.2. Observation of feeding and records of feeding must be maintained on a daily basis.
   8.3. Food materials must be wholesome.

8.4. Where essential feed components are required, they must be offered to the animal collection by the animal keeper:

9. Written, formal procedures must be available to the animal care staff for the use of animal drugs for veterinary purposes.

Explanation: Such procedures should include at least the following: those persons authorized to administer animal drugs, situations in which they are to be utilized, location of animal drugs and those persons with access to them, and emergency procedures in the event of accidental human exposure. All controlled substances must be stored in a secure locked area according to provincial and federal regulations. Outdated drugs must be marked as such and stored separately from all other drugs.

9.1. All pharmaceuticals on the premises must be maintained under conditions of temperature and security that comply with all regulations and meet pharmaceutical company recommendations.

9.2. All pharmaceuticals stored at the institution should be current.

10. Only licensed veterinarians, or trained personnel under the supervision of a licensed veterinarian, are permitted to perform veterinary procedures in accordance with regulations of the provincial/territorial veterinary act.

11. The primary veterinary hospital or clinic serving the collection must comply with the criteria for animal hospitals established by the Provincial Veterinary Association.

12. Biomedical waste will be handled and disposed of in accordance with all relevant legislation.

13. In order to ensure the best possible care of the collections institutions should have an animal care committee

14. In situations where a contract veterinary service is used the institution should ensure that animals health records are kept current and a copy maintained on site.

CONSERVATION

1. Conservation must be an element in the mission statement of the institution.

   Explanation: The Commission strongly encourages members' participation in conservation programs. The institution's participation in conservation programs will be considered by the Commission in determining the institution's level of commitment to wildlife conservation.

2. Interpretive programs must include information on the conservation of wildlife and their habitats to foster concern for disappearing biodiversity and to elevate the environmental knowledge of individuals in the field, in the zoo, and the visiting public.
3. Each Institution must participate in every Canadian Endangered Species Survival Program (CESP) that pertains to an animal contained in its collection. Institutions may indicate at what level they desire to participate in each CESP.
4. Each institution must cooperate in providing pertinent information on its animal collection to any SSP species coordinators, TAGs, and CAPs in which they participate.
5. Each institution must cooperate in providing pertinent information on animals in its collection at least those that are listed on CITES or Canadian Species at Risk to studbook keepers.
6. All institutions should be active participants in CAZA's and other wildlife conservation programs at appropriate levels based upon budget and/or staff size.

   Explanation: Such programs include the Canadian Species Survival Program (CSSP) Taxon Advisory Groups (TAGs), Conservation Action Partnerships (CAPs), Population Management Plans (PMPs), Scientific Advisory Groups (SAGs), regional/international studbooks, the World Association of Zoos and Aquariums (WAZA), the Species Survival Commission (SSC), and the Conservation Breeding Specialist Group (CBSG), local universities, Audubon Society, etc.

7. Institutions should take direct action to conserve wild populations through activities including but not limited to supporting appropriate breeding programmes in their collections, supporting reintroduction and translocation programmes, collaborating with wildlife managers on behaviour, diet and welfare standards, and practical assistance on wildlife health issues in the wild and supporting in-situ and ex-situ conservation work through active participation and/or funding.

   Explanation: By focusing on conserving wild populations, a significant impact can be made through saving species that live in the targeted areas. A few

examples of such involvement are 1) conducting educational programs in the targeted areas, 2) contributing to the establishment or continued support of reserves, 3) conducting conservation research in the field, 4) supporting eco-tourism so that indigenous individuals derive a value from preserving their natural environment, 5) conducting or supporting conservation training in the targeted areas, and 6) technology transfer.

8. Institutions must demonstrate responsible energy, waste management and natural resource conservation through such activities as recycling, water conservation initiatives (i.e., repair leaky pools, filter pools rather than overflow systems, water saving plumbing fixtures), and use of solar energy.
9. Purchasing decisions must take into consideration factors such as sustainability and environmental impact.

EDUCATION

1. The education program must be under the direction of a paid staff person who should be trained or have experience in educational programming.
   1.1. In those cases where employees have not yet been retained, someone should be assigned the responsibility to implement and manage the program.
2. Education must be an element in the mission statement of the institution.
   2.1. Institutions are encouraged to share educational programming, materials, and evaluation techniques with other CAZA institutions.
3. All institutions must have a written education plan that matches current industry standards, and that includes goals and objectives .

   Explanation: Plans should include a policy for using live animals in programs, guidelines for docents/volunteers, etc. Environmental education should be a primary element within the education plan. Education can be accomplished by programs offered to a wide variety of audiences and staff through publications, exhibit interpretation, graphics, on-site presentations, tours, slide programs, summer camp, speaker's bureau, outreach programs, and teacher training. Programming should include local/global conservation issues and topics, the role of zoos and aquariums in conservation, and information on CAZA and other conservation-oriented organizations. The education plan should include ways that the institution can act as a resource in its community for wildlife conservation education and related issues, as well as to present options for individual action that encourages stewardship in conserving the environment.

4. Each member institution will establish an Education Committee that will, using locally defined criteria, evaluate their programs' goals, merit and effectiveness.
5. Each institution will address and evaluate their programs in key areas, including:
   5.1. specific program goals
   5.2. pedagogical merit
   5.3. conservation merit
   5.4. defined target audiences
   5.5. formal evaluation
6. Zoos and aquariums with marine mammals (defined as cetaceans, pinnipeds and sea otters) must have a formal Animal Care Committee operating under the guidelines of the Canadian Council for Animal Care (CCAC); this committee must work collaboratively with the Education Committee to ensure that all programs that use marine mammals undergo both educational and ethical review.
7. Education personnel should be involved in exhibits, graphics, publications, and all structured programs for the visiting public.
8. A reference library appropriate to the size and complexity of the institution should be available to all institution staff members and volunteers.

9. Cooperative programs with institutions of higher learning should be developed.

   Explanation: Institutions should encourage active, ongoing collaborative partnerships with community groups, other informal education institutions (museums, science centers, nature centers, etc.), and school districts, institutes of higher learning, other conservation organizations, local and national governmental agencies, and other organizations and individuals that can contribute to the expansion of the institution's educational dimension.

10. Each institution should ensure that the programming offered is appropriate to the community being served.
11. All animal exhibits should be appropriately labeled with a coordinated educational theme.
12. Educational programs should combine the usage of trained staff, volunteers, technology, and other related media.
13. In order to provide a high quality education experience each institution should ensure that they have appropriate facilities and equipment to accomplish their program goals.

RESEARCH

1. Member institutions are required to have a written research policy in place that will outline procedures, expectations and resources.
2. All institutions must have an Animal Use and Care Committee. This committee must have written terms of reference and must review all research activities prior to their being undertaken.
3. Results from research and study activities must be made available for dissemination.
4. A report outlining the activities of research and study programs should be compiled annually. At the very least, this information must be available for inspection by CAZA during accreditation inspections.
5. Each institution should participate in research at a level that is consistent with other organizations of its size and focus.