

Habitat Restoration Practical Application in Greensboro

12 – 4 PM, Sunday September 24

Instructor: AAZK Conservation Committee

Availability: 30-40

The Conservation Committee is planning a workshop that allows up to forty participants hands-on experience in habitat restoration. This will be a half day commitment and participants will provide the labor needed for a step in the restoration process. Participants will learn about invasive plant species, practices done to remove them, and the methods used to restore native species, both plant and animal. This may include one or more of the following: non-native invasive plant removal, taking inventory of returning plant species, seed collection, installation of informational and educational signs, and maintenance of the project site. Piedmont Land Conservancy and Greensboro Parks and Recreation are the project managers on this endeavor. Both were instrumental in the restoration of a grassland area now called Meadowlark Sanctuary Piedmont Prairie in the city of Greensboro, North Carolina. Participants of this workshop will walk away with a better understanding of what is needed to reclaim a natural habitat and how to find local projects in their home towns.

Sources: <http://www.greensboro-nc.gov/index.aspx?page=1308>
piedmontland.org

AAZK CHAPTER FINANCES AND ETHICS WORKSHOP

Open Workshop, 1 – 2 PM, Monday, September 23, Ballroom

Instructor: Ed Hansen, AAZK Executive Director

Availability: Open

Whether a chapter consists of five members or one hundred, Chapter finances are an integral part of sustaining a successful Chapter. Recognizing that Chapters are our business partners, Ed Hansen will address key issues in running your Chapter finances in a smooth and sound way; from operating as a volunteer organization to working under the umbrella of National's 501c3.

A Keeper's Role in Animal Welfare

3:30 – 5:30 PM, Open Workshop, Monday, September 23, Ballroom

Instructor: Amanda Ista, Milwaukee County Zoo

Availability: Open

Animal welfare is a hot topic right now in the zoo and aquarium field. Directors are talking about it, researchers are finding ways to investigate it and committees are focused on it. But why? Isn't that what keepers have been focusing on for years? Isn't that the basic, underlying reason for everything that keepers do every day? And what exactly are people talking about when they refer to "animal welfare"? This workshop will examine these questions and give a general overview of animal welfare and its applications in the modern zoo world. Attendees will learn how to assess animal welfare innovatively and objectively. They will be given tools and resources to enhance welfare of animals in their care and time will be spent on how to approach

animal welfare issues in a professional and productive manner. Current trends and topics from the AZA Animal Welfare Committee will be discussed. Attendees should walk away with a better understanding of their role in animal welfare as a keeper.

Population Management Workshop

Open Workshop, 5:30 – 6:30 PM, Monday, September 23, Ballroom

Instructors: Randy Fulk & Jodi Wiley

Availability: Open

In the one hour workshop Randy Fulk and Jodi Wiley (NC Zoo) will provide insight into population management in AZA institutions. We will explore the fundamentals of population management including population management tools, roles of population managers, application process and keepers as population managers.

Randy Fulk (education curator) is an instructor at AZA Population Management School and has previously held the chimpanzee studbook position. Jodi Wiley (keeper) is currently the SSP coordinator and studbook keeper for hamadryas baboons and is an Old World Monkey steering committee member.

Guest Presentations Made Easy

1 – 3 PM, Monday, September 23, Grandover (Part 1)

1 – 3 PM, Tuesday, September 24, Grandover (Part 2 – MUST REGISTER FOR FIRST SESSION FIRST)

Instructors: Sasha Stallard and Tami Bankson, San Diego Zoo

Availability: 10 people

Zoo keepers are a wealth of knowledge, brimming with information to share with the public. They share special relationships with animals that most people only dream of, and their jobs are some of the most sought after in the world. Zoo keepers' insights on care, nutrition, and the diverse personalities of the animals are just a few of the details that guests are eager to learn about.

Zoo keepers have focused their energy on the essentials of caring for a collection, and often not on the art of public presentations. Public speaking can be a feared challenge for anyone, yet a properly designed program can be effective in connecting the lives of their animals and the mission of their organization to the guests.

There are many challenges in either formal or informal presentations in a Zoo setting. Avoiding the pitfalls of overwhelming facts, boring numbers, or unorganized material can greatly enhance the speaker's ability to effectively engage the audience.

This workshop is designed to give you some quick and easy tools to get you started in delivering fun and memorable presentations. We will teach you how to develop and focus on specific themes, learn the foundation of interpretative concepts, and utilize the valuable methods of effective presentation delivery. Over the four hour course, you will take part in interactive activities designed to help build an understanding of a basic interpretive presentation. Our goal is for you to leave the workshop with a minimum of one complete 10 minute presentation ready for delivery upon arrival back at your institution. Please be prepared

with your selected topic. Topics may include (but are not limited to): An individual species, animal morphology, animal behavior, a conservation message, a general concept pertinent to your institution (housing animals in multispecies exhibits, animal husbandry, behavior management, etc).

Anseriformes in the United States

1 – 3 PM, Monday, September 23, Tidewater

Instructors: Mike Lubbock & Dustin Foote

Availability: 30 people

The workshop will consist of two speakers under the collective title *Anseriformes* in the United States. Mike Lubbock will be discussing the current status of waterfowl in the United States, identifying key programs and initiatives that are critical in maintaining and building the USA's collective population of waterfowl. Emphasis will be placed on the captive population; however North American species will have their wild status addressed as well. Then Dustin Foote and Mike will discuss nutrition of waterfowl. Avian nutrition will be discussed broadly then focused on the nutritional needs of waterfowl throughout their life stages. Each presentation will take around 50 minutes with 20 minutes of questions and answers.

Current status of Waterfowl in the United States

Sylvan Heights Bird Park

Mike Lubbock

Director

Many breeding programs start off with information, simply identifying what species need attention. Mike has dedicated his life to recognizing these target waterfowl species and devoting his energy into saving them. In discussing the current status of waterfowl, he hopes to motivate and inform other institutions what species still need help.

Nutrition in *Anseriformes*

Sylvan Heights Bird Park

Dustin Foote

Assistant Aviculturist

Nutrition is the basis of any healthy bird with rearing, maintenance, and breeding all having their own aspects. An overview in avian nutrition will lead into a discussion about nutrition of waterfowl in captivity. *Anseriformes* are diverse in their nutritional demands, and all groups will be discussed. Participants will gain a broad understanding about the science behind species specific nutrition in waterfowl verses the practicality of feeding a mixed collection.

Goal Setting: Effective Career Planning

1 – 3 PM, Monday, September 23, Sandpiper

Instructors: Andrew Rowan & Mike Murray, Denver Zoo

Availability: 40 people

The process of setting goals can be applied to many aspects of the zookeeping profession; setting goals for one's own career is no exception. This workshop will give attendees the tools that are needed to advance a career to the next level, whichever level that may be. Activities and discussions in the workshop will be focused on setting SMART goals, creating appropriate steps to achieve those goals, creating a forward thinking process with management, and how to overcome challenges in your career path.

Captive Reptile Reproduction

1 – 3 PM, Monday, September 23, Augusta

Instructor: Ryan S. De Voe, DVM, MSpVM, Dipl. ACZM, Dipl. ABVP (Avian), Dipl. ABVP (Reptile & Amphibian); Senior Veterinarian North Carolina Zoological Park

Availability: 30 people

Reptiles are very popular and common exhibit animals at zoos. A wide range of species are bred in captivity to support the demand for exhibit purposes and to support conservation of species of concern. As long as a few basic requirements are met, captive reproduction of most reptiles is fairly straight-forward and within the capabilities of the average keeper. It is critical that the capable reptile keeper be well-versed regarding the reproductive physiology and requirements of at least a few representative species. Not only will this knowledge give the keeper the ability to properly select and manage breeding stock and rear offspring, but it will also allow them to more easily trouble shoot reproductive failures and institute corrective measures.

SCUBA Diving and Rock Climbing Operations at the North Carolina Zoo

1 – 3 PM, Monday, September 23, Pebble Beach

Instructors: Jeff Owen: Animal Management Supervisor (SCUBA) & Melissa Vindigni: Zoo Keeper I: Seabird, Raptor (Rock Climbing)

Availability: 20 people

SCUBA diving is an important part of maintaining several major aquatic exhibits at the North Carolina Zoo. This workshop will explore the practices and policies that the zoo uses in its diving operations with a strong focus on safety.

Rock Climbing is a necessary component in the maintenance and management of the seabird colony at the North Carolina Zoo. This talk will highlight the evolution of the rock climbing program with emphasis on safety and basic skills. Participants will be given the chance to practice knot tying skills and will be given hands on demos of basic climbing gear.

Animal Escape Response Preparedness

3:30 – 5:30 PM, Monday, September 23, Grandover

Instructors: Ken Reininger, General Curator, North Carolina Zoo, & John Groves, Curator of Reptiles and Amphibians, North Carolina Zoo

Availability: 30 people

Using the North Carolina Zoo's Escaped Animal Emergency Response Procedure as an example outline, workshop participants will identify key components of a preparedness plan and staff response procedure for these types of incidents. This will also include discussion of separate but related topics such as a person in a dangerous animal exhibit, elephant barn emergencies, animal escapes within an animal facility, weapons teams, planning drills, etc.

Teams: Communication & Conflict Resolution

3:30 – 5:30 PM, Monday, September 23, Sandpiper

Instructors: Mike Murray, Zookeeper, Denver Zoo; Andrew Rowan, Strategic Initiatives Coordinator, Denver Zoo; Molly Kainuma, Zookeeper, Denver Zoo

Availability: 40 people

Team based zookeeping has become the new standard in our progressive animal care profession. Exhibits that require effective team communication, compromise, and trust are starting to outnumber the exhibits where keepers would often spend the entire day by themselves. This intensive workshop will help develop the skills that are required to build a strong foundation for exemplary teams in zoo environments. Topics such as working through each phase of a team life cycle, understanding personalities & communication types, creating a code of conduct, establishing team goals with group decision making techniques, and ways to appropriately deal with conflict will be the main focus of this workshop. This Denver Zoo team has a long history of creating high performing teams in the zoo setting.

From Keeper to Curator: Becoming the Leaders of Tomorrow

Open Workshop, 1 – 3 PM, Tuesday, September 24, Ballroom

Instructor: Janée Zakoren, Sequoia Park Zoo

Availability: Open

It is no secret that in the coming years there will be a wave of zoological curators heading into retirement. So many in fact, that it has become a repeated topic of discussion at national AZA conferences. These conversations have recognized the growing concern that there may not be enough zoo keepers prepared and trained for those curatorial roles they are expected to fill. The objective of this workshop is to provide zoo keepers the tools and resources they need to prepare themselves for a curator job at any size institution. This workshop will focus on the most important skills and areas of expertise that zoo keepers of all levels need to obtain in order to be a successful candidate for a curator position. Keepers will be given the opportunity to step into a curators shoes through a discussion activity that is intended to provide some insight as to what a curator may have to do on any given day. This workshop is not designed to provide a check list for keepers to become curators, rather it is designed to provide encouragement, motivation, inspire learning and ideas as they develop their own unique individual paths to becoming the leaders of tomorrow.

Basics of Terrestrial Invertebrate Husbandry

1 – 3 PM, Tuesday, September 24, Tidewater

Instructor: Chris Mooney, San Diego Zoo

Availability: 45

The expansive world of invertebrates is one of the final frontiers of zoological exhibitry. Insects alone represent over one million named species, with anywhere from two- to thirty-million more yet to be discovered. Yet only a handful of American zoos and aquariums feature dedicated arthropod exhibits. As institutions look to the future of exhibit theming and design, insect displays will become more commonplace, emphasizing the importance and magnificence of the world's invertebrates, and demystifying these animals for millions of guests who currently view invertebrates only with fear and disgust.

This workshop will cover the basics of husbandry and display for many of the more commonly exhibited arthropods in zoos today. Topics covered will include basic behaviors, housing and substrate, feeding and general care, breeding and life expectancy, and considerations for habitat design. As time permits, we'll also discuss any issues or questions that participants would like to explore.

Regardless of your background, if insects and their kin are in your future as a zookeeper, this workshop will give you a solid understanding of the basics of their care. If you currently work in entomology, bring your experiences and questions to share with the group. Workshop participants will leave with a heightened appreciation of the invertebrates in their institution and in their backyard, and will have a greater understanding of how to maintain and exhibit these fascinating animals.

Wildlife Monitoring Through Radio-Telemetry

1 – 5 PM, Tuesday, September 24, Sandpiper

Instructor: Mindi Avery, North Carolina Zoo

Availability: 20 people

Wildlife monitoring is critical in wildlife management and conservation. Radio telemetry is an extremely effective method used for wildlife monitoring. It is a widely used method by biologists to gain information about animal movements, habitat use and social behaviors. Radio telemetry is the transmission of information from a transmitter (a device attached to the animal in some way) to a receiver. Early radio telemetry devices (1961) included the VHF (very high frequency) transmitter, where an aircraft or person must locate the transmitter (animal), since that time technological advancements have included satellite-based systems (GPS, Argos) to eliminate locating the transmitter by air or ground. These advancements improve biologist's ability to answer questions regarding animal ecology and behavior.

During the workshop participants will learn about wildlife monitoring using radio telemetry through a combination of classroom and hand-on field experience.

Challenges and successes of breeding in a large mixed species Aviary

1 – 3 PM, Tuesday, September 24, Augusta

Instructors: Kim Allen and Steph Krueger, North Carolina Zoo

Availability: 30 people

The NC Zoo has a diverse bird collection on display in a large mixed species aviary that houses approximately 35 species and 110-120 birds. Working in conjunction with the exhibit, the zoo also has an off exhibit propagation and holding facility for additional birds. Between these two buildings there are approximately 15 different species set up for breeding.

The purpose of the presentation is to share both successful and unsuccessful avian breeding strategies and protocols used in our large mixed species exhibit. We will present challenges that we have faced in the past and share what we have done to improve our overall breeding success rate. We will also share some of our biggest achievements and try to help answer any questions that other keepers may have regarding our breeding history.

Safety in the Workplace for Animal Keepers: Putting the “I” in Safety

1 – 3 PM, Tuesday, September 24, Pebble Beach

Instructor: Dawn Sohr, Brookfield Zoo

Availability: 40 people

Safety is an integral part of an animal keeper’s work. We are charged with keeping ourselves, other staff, the public, and the animals in our care, safe throughout the day. Safe measures can be taken in everything from lifting properly, to using personal protective equipment when cleaning or preparing food. New enriching objects or new enclosure structures are monitored so that they are proven appropriate. Animal introductions are closely observed. On days when keeper time feels limited, or during emergency situations, focus is critical. Safe thinking even includes being prepared for severe weather. It turns out that keeping animals secure in their enclosures is not the only instance of safety in an animal keeper’s day!

This workshop will review many of the ways that we as keepers can identify, effectively manage, and proactively prevent safety risks in our work environment. It will also provide some safety-related resources and ideas, which the student can incorporate to positively benefit their workplace.

Introduction to Health Management of Fishes and Amphibians

3:30 – 5:30 PM, Tuesday, September 24, Grandover

Instructors: Daniel Dombrowski, DVM and Shane Christian, North Carolina Museum of Natural Sciences

Availability: 25 people

Clinical and husbandry techniques in health evaluation and medical management of fishes and amphibians should in general be developed with due consideration to stress reduction and limited handling. Establishing standard quarantine protocols is critical in order to provide adequate protection of animals already in established systems and collections. The importance of monitoring and maintaining good water quality applies equally to fishes and aquatic amphibians. Health management of both fishes and amphibians should be approached in a similar manner, keeping in mind their unique anatomical and physiological features. Although most adult amphibians have lungs, premetamorphic larval forms typically have gills and face similar aquatic environmental challenges as fish. It is important to understand that the vast majority of health concerns faced when keeping captive fishes and amphibians are still husbandry related. Health management of any

amphibian should take into account both Amphibian Chytrid Fungus (*Batrachochytrium dendrobatidis*) and Amphibian Ranavirus. Keepers should be aware that, in amphibians, both are listed as globally notifiable diseases by the World Organization for Animal Health (OIE).

This interactive presentation will provide participants with an introduction to health management of fishes and amphibians. It will include hands-on experience in basic evaluation of water quality and chemistry, as well as a demonstration of useful tricks and standard techniques in health evaluations. In addition, this presentation will provide participants with an introduction to standard quarantine procedures for fishes and amphibians. Participants will be lead in a discussion of the current state and potential impact of declining amphibian health on a global scale.

Safety in Behavioral Husbandry Programs

3:30 – 5:30 PM, Tuesday, September 24, Tidewater

Instructors: AAZK Behavioral Husbandry Committee

Availability: 50 people

This workshop will be designed to share animal and keeper safety concerns that should be considered when planning and implementing behavioral husbandry programs. Topics will include: safety practices, taxonomic specific concerns, solutions to common challenges, and available resources. Included will be a discussion on the pros and cons of various approval processes, in regards to safety protocols, when requesting a new enrichment item or starting a new training program. The objective of this workshop will be to maximize the potential benefits of behavioral husbandry programs while minimizing the safety risks to both the keepers and animals involved.

Banding of Wild Birds for Release – How it's done and Why?

3:30 – 4:30 PM, Tuesday, September 24, Augusta

Instructor: Halley Buckanoff, North Carolina Zoo

Availability: 25 people

Most zoos are involved in conservation and research on some level - local, national, international. North Carolina Zoo runs the Valerie H. Schindler Wildlife Rehabilitation Center that cares for approximately 800 sick, injured, and orphaned wildlife every year. But what is the survivability of hand-reared, rehabilitated songbirds? No one knows. Through a post-release study on commonly rehabilitated North Carolina songbirds, wildlife rehabilitation staff aims to find out! The first step to this study was gaining USFW permits to place permanent metal bands in addition to color bands on releasable wild birds. NC Zoo's Wildlife Rehabilitation Veterinary Technician and USFW Master Bird Bander will present some basic information through a PowerPoint Presentation followed up with a hands on opportunity to learn how to identify North Carolina Native Songbirds and demonstrate the techniques for handling, measuring and recording this information. Cadavers will be used in this workshop.

Improving You Photographic Images

3:30 – 4:30 PM, Tuesday, September 24, Pebble Beach

Instructor: Tom Gillespie, North Carolina Zoo

Availability: 25 people

Exposure

I'll discuss simple techniques to help the photographer get proper light exposures & explanation what's really going on with "Auto" exposures and its pitfalls.

Center of Interest (Col)

I'll explain what Col is, how to find it and then how to effectively use it to produce better images. I'll concentrate on the three major factors in developing Col.

Rule of Thirds (RoT)

I'll discuss the compositional element of RoT, how to use it & why it can immediately make the photographer's images more compositionally correct. I'll then tie in how it's used in conjunction with center-of-interest.

Techniques

I'll discuss simple shooting techniques, such as filling the foreground & camera angle, that can immediately improve the images compositionally.

Observer/Participant

In this block, I'll discuss the idea of becoming a photographic "participant" rather than a photographic "observer," that is, the idea of pro-active photography rather than simple re-active photography. Additionally, I'll talk about what I call the "50/50 Syndrome" (what it is, how it can ruin images & how the photographer can avoid this image "killer").

Depth of Field (Focus)

If time permits, I'll talk briefly about how the photographer can control depth of field/focus in his or her images with the control of the camera's f:stop settings.

AAZK ONLINE! PERSONALIZED PROFESSIONAL DEVELOPMENT FOR ANIMAL CARE PROFESSIONALS

Open Workshop, 1 – 3 PM, September 26, Ballroom

Instructor: Bob Cisneros, President, AAZK

Availability: Open

Professional development for animal care professionals is paramount to providing quality animal care and welfare. Traditional methods for training and educating animal care professionals include on-the-job training, in-house workshops, specialized workshops and conferences. Keeper skills acquired outside of the institution are often costly and limited to the number of keepers who may attend. Modern technology now allows for a new format to be included which allows for the dispersal of animal care information and the acquisition of skills in both a modern and cost efficient manner: distance learning.

The American Association of Zoo Keepers has entered the Twenty-first Century of learning through the development of AAZK Online: *Collaborative Learning Environment*. AAZK Online, a product of a partnership

between NP Training Works and AAZK, is a supplemental program that builds off of our conference workshop program and extends our mission of advancing excellence in animal care to all of our membership. Subscribers to AAZK Online will have access to a full range of learning content, including select workshops from past AAZK Conferences as well as advanced and fundamental content for those interested in specific topics related to animal health, behavior, communication, education, husbandry, nutrition, professional growth, and safety. In addition, subscribers will also have access to shared content and courses from other organizations that are part of NP Training Works' blended learning environment.

The goal of this workshop is to familiarize members with the nuances of AAZK's collaborative learning environment. Attendees will walk through the registration process, profile development, and learn all of the benefits associated with this new learning environment. Attendees will also learn how to develop their own specialized discussion groups or join existing groups, access learning materials, and monitor their personal professional development progress. The attendee will also learn how to quantify their learning opportunities and share with their institutions through AAZK's e-certificates of completion.

Modern, cost-efficient and a step closer to fulfilling our vision; AAZK Online will make a collaborative learning environment accessible to all members.

Tips for Creating Better PowerPoint Presentations

Open Workshop, 4:30 – 5:30 PM, Thursday, September 26, Ballroom

Instructor: Debbie DiBacco, Senior eLearning Consultant, NP Training Works

Availability: Open

Have you ever wondered how to create a presentation that grabs your viewers' attention? In this session, we'll show you how to design a slide that makes an impact. Attendees will learn to:

- ☐ use SmartArt to emphasize your points
- ☐ use text wisely
- ☐ use the slide master
- ☐ use video/photos while keeping your file size manageable

By learning some simple methods to clearly communicate your information, your presentation will actually be *more* about the content and less about the look!

Constructing Wood Shipping Crates for Zoo Animals Such as Impalas and Birds

1 – 2 PM, Thursday, September 26, Grandover

Instructor: Tom Such, North Carolina Zoo

Availability: 30 people

My presentation will include a review of the USDA and IATA (International Air Transport Association) requirements for animal shipping crate fabrication. Various materials and construction techniques will be discussed. Also I plan to demonstrate a way to lay out the dimensions for the crate to insure that all the requirements such as height, width, and length are met and can be used to prepare the parts for assembly. I will also talk about and demonstrate simple ways that enhance the safety and comfort of the crates for the keepers and the animals. I would like for the presentation to be informal and somewhat interactive with the participants to encourage a free exchange of information and ideas

North Carolina Zoo Horticulture and Browse Program

1 – 3 PM, Thursday, September 26, Tidewater

Instructors: Rachel Powers, Jody Stancil, and George Adams, North Carolina Zoo

Availability: 25 people

From its inception, the North Carolina Zoo wanted to create completely naturalized habitats for the animals that it exhibited. In order to facilitate this, a separate horticulture department was created. Today the horticulture department not only strives to recreate the unique habitat of the animals on exhibit but also works to provide the exhibit animals access to living browse. The North Carolina Zoo established its browse program in order to improve animal enrichment, provide the animals with materials for tactile stimulation, and improve the nutrition of the animals. The horticulture staff at the NCZoo maintains several browse gardens around the zoo in order to provide specialized items for animal diets and supplemental items for regular diets in the winter. Many of the plants found in the NCZoo's browse garden are especially cultivated for their suitability to the dietary needs of the zoo's animal collection. One example of such a plant is Aframomum. Aframomum is believed to improve the heart health of Western lowland gorillas. Browse not only contributes to the improved well being of exhibit animals it also improves the overall 'health' of the exhibit by reducing the pressure on exhibit plantings and increasing the carrying capacity of the exhibit.

Keeper Founded Conservation Programs Workshop

1 – 3 PM, Thursday, September 26, Sandpiper

Instructors: Beth McChesney, Sara Monson, and Becky Kloepper, North Carolina Zoo

Availability: 25 people

As zookeepers, we are reminded of the plight of wild animals on a daily basis. Many of the individuals within our care are representative of species that are classified as vulnerable, threatened, or even endangered in the wild. Many keepers strive to convey conservation-based messages in our daily interactions with visitors, with goals of inspiring action and inciting change. Often times, however, keepers would like to take these messages one step further and turn them into full-fledged conservation programs, but are not sure how to make this happen. Our workshop will provide examples of successful keeper founded conservation programs, how to create focus for ideas to get the best results, whether or not to pursue non-profit status, and tips on getting institutional support for your project, among other things.

High WBC with Increased Ratio of Eosinophils.....What the? Understanding Veterinary Communication

1 – 3 PM, Thursday, September 26, Augusta

Instructor: Cheryl Purnell and Vet Techs, North Carolina Zoo

Availability: 25 people

No matter what career path chosen, there is a language and skill set specific to that occupation. In zoological institutions, veterinary and animal husbandry staffs share a common goal....animal health. Each staff relies heavily on the other to provide top quality care. Communication is key. Familiarity with techniques, terminology, routine and/or not so routine diagnostics used in zoo veterinary medicine may assist animal care staff in understanding the “What” and “Why” behind veterinary staff needs and decisions. Likewise, veterinary staff needs to understand the challenges of husbandry staff in fulfilling veterinary requests. The two hour workshop being provided by the North Carolina Zoo veterinary staff will provide some basic meaning behind some of the more common terms used in veterinary diagnostics, direction and hands on training of some basic skills required to attain diagnostic samples and methods of collecting requested samples which maintain diagnostic qualities. Participants are encouraged to bring along questions and to share challenges experienced when communicating with veterinary staff.

Media Relations 101

1 – 2 PM, Thursday, September 26, Pebble Beach

Instructor: Rod Hackney, Public Relations Manager, North Carolina Zoo

Availability: 20 people

A one-hour workshop on the basics of preparing for and providing media interviews in a zoo environment. Special emphasis will be placed on conducting interviews in crisis situations with mock television interviews and critiques for several of the participants.

How to write grant proposals: getting the money to do what you want to do

3:30 – 5:30 PM, Thursday, September 26, Pebble Beach

Instructor: Richard A. Bergl, PhD; Curator of Conservation and Research, North Carolina Zoo

Availability: 30 people

In modern zoos, zookeepers are increasingly going beyond day to day husbandry and getting involved with activities and projects that are not part of traditional zoo keeping. Such projects range widely, including activities as varied as enhancing animal enrichment, conducting research, obtaining additional training, work-related travel, and involvement with field conservation projects. While these projects are often very different, they almost always have one thing in common: they cost money! Current economic conditions, along with an increasing zoo focus on the bottom line, mean that funding for these activities is often not available from institutional budgets. Grants and other similar sources of external funding are one way that zoo keepers can generate financial support for projects they wish to complete. However, competition for such funds is highly competitive, necessitating that proposals be well-written, compelling and clear. This workshop will give a basic introduction to proposal writing and evaluation in order to help participants better understand how to

identify a project, what to include in a proposal, and what to leave out. Some potential sources of funding will also be discussed.

Management Adjustments to Address Aging Animals

3:30 – 5:30 PM, Thursday, September 26, Grandover

Instructor: Angela Miller, Disney's Animal Kingdom®, and Janée Zakoren, Sequoia Park Zoo

Availability: 40 people

In many zoological institutions, as individual animals approach life expectancy limits, we are presented with new husbandry challenges. For the purpose of this workshop, we will be looking at the approach we have taken with a variety of mammals, using carnivores and a variety of hoofstock as the primary illustrations of some of these challenges. We have adjusted our management program to include monitoring and addressing current health issues, diminished energy levels and maintaining healthy weights. Many components of the training program have been updated to accommodate the changing needs of the animals. The daily routine for the animals including alterations to housing conditions or social groups has been adapted for a decrease in energy levels and mobility challenges. Both the enrichment and diet have also undergone a makeover as preferences and dietary needs change. Unfortunately, we cannot slow down time, but by making management changes we can provide the best possible quality of life for aging populations of animals.

Facility Design and Management Solutions for a Mixed Species Exhibit

3:30 – 5:30 PM, Thursday, September 26, Tidewater

Instructors: North Carolina Zoo Plains Department Zookeepers

Availability: 25 people

The keeper staff at the Plains department proposes a one hour workshop for the 2013 AAZK conference titled Facility Design and Management Solutions for a Mixed Species Exhibit. It is intended for participants to discuss the many challenges involved with providing excellent husbandry standards in a large mixed-species exhibit and brainstorm possible solutions through design. The talk will focus on a primarily hoof stock collection and include nutritional and medical requirements as well as accommodating operant conditioning and enhancing the visitors' experience. A power point presentation highlighting some of the innovations to the African Plains Hoof stock complex will be used as an example to initiate a discussion about designs used in the past or ideas for the future from attendees. Hopefully each participant will leave with a few new ideas to bring back to their own exhibits.

Keeper Talks Can Be Fun ... Seriously!

3:30 – 4:30 PM, Thursday, September 26, Augusta

Instructor: Steve Gerkin, Programs Coordinator, North Carolina Zoo

Availability: 50 people

They have many names: Keeper Talks, Keeper Encounters, Meet a Keeper. All can seem a bit scary as no one enjoys public speaking. Besides, it's not why we got into zookeeping and animal care in the first place. But these encounters with our guests are enlightening and can be fun for both our guests and presenters alike. They are a chance for us to tell the story of an iconic animal, dive into the natural history of a species or the necessity for conservation, or speak on why we do what we do. It all starts with a smile and contains a conversation, something we are already doing every day. The presentation will provide some hints on how to start a presentation, how to create an engaging encounter, and how to keep the encounter focused.

Enrichment Day Workshop

3:30 – 5:30 PM, Thursday, September 26, Sandpiper

Instructors: AAZK Behavioral Husbandry Committee

Availability: 50 people

“Enrichment Day” events are wonderful opportunities to engage and educate the public about the importance of behavioral husbandry programs at zoos and aquariums. These events are becoming more common at facilities across the country and have become increasingly popular with our guests. This workshop will be designed to educate you on how to start an “Enrichment Day” event at your facility as well as share novel ideas you can add to an already existing event. Topics will include: activities for adult guests and kids, creative enrichment ideas for all taxa, fun behaviors to train the animals that are geared towards creating a teachable, memorable experience for visitors, and available resources for planning an enrichment day. Additional discussions will include potential issues and possible solutions, as well as successful and not so successful stories of previously held “Enrichment Day” events.