TOLEDO ZOO RE-OPENING GUIDE

STATEMENT

Toledo Zoo is committed to maintaining the health, safety and security of our guests, staff and animal collection. To ensure a healthy and hygienic facility, we have implemented the following protocols:

TOLEDO ZOO GENERAL INFORMATION

Open: Tuesday, Wednesday, Friday, Saturday and Sunday
Closed: Monday and Thursday for thorough deep cleaning
Gate hours: 10 a.m. – 4 p.m. and park closes at 5 p.m.
Open to Toledo Zoo members only.

• Toledo Zoo sits on 70+ acres. In Phase 1 of re-opening, guests would have 171,373 square feet of accessible outdoor space and 28,700 square feet of indoor space to utilize. Total usable square footage: 200,073.
• All must park and enter through Anthony Wayne Trail (Main) lot and gates. Broadway lot and gates CLOSED.
• Parking in every other spot to maintain social distancing.
• Maximum 2,500 in park at any time. Zoo staff will be tracking in and out flow.
• Line spacing at ticket booths, concessions and gift shops marked at 6 foot intervals.
• All customer service staff will be equipped with and required to wear face masks and gloves.
• Customers will swipe own credit card at all check outs. Machines will be wiped down by Zoo staff after each use.
• Membership cards will be scanned with hand-held scanner to ensure no customer contact.
• Pedestrian bridge open with two lanes marked.
• Tunnel closed.
• No rides or drinking fountains open. Water stations provided throughout park- locations indicated on map.
• No volunteers on site.
• All guests over the age of 2 will be required to wear face coverings upon entering Zoo grounds.

EXHIBITS

• The ProMedica Museum of Natural History and Aquarium will be open with limited traffic.
• All other animal viewing is outdoor observation only.

RESTROOM CLEANING SCHEDULE

Custodial Staffing Daily

i. Four dedicated staff members will be scheduled daily to clean Public Restrooms
   1. (32 hours of labor)
ii. A fifth staff member daily will fill in for lunches and will take over assigned routines
    as needed (8 hours of labor)

Monday and Thursday while closed to the public

i. Deep cleaning will be completed on every public restroom
   1. Restroom cleaned and sanitized top to bottom including frequent touch points
   2. Supplies will be checked and changed as needed

Tuesday, Wednesday, Friday, Saturday, Sunday

i. Deep cleaning will be completed on every public restroom prior to 10 a.m.
   1. Restroom cleaned and sanitized top to bottom including frequent touch points
   2. Supplies will be checked and changed as needed
ii. Restrooms available to the public will be separated into two restrooms per routine
   1. Phase 1 available restrooms
      a. Entry Plaza and Africa
      b. Tembo Trail and Museum
      c. Aquarium and Lodge
   ii. Separating the restrooms into the above routines will allow better assigning
      of staff to areas of responsibility
   iii. Once open to the public, each restroom will be cleaned once every hour
      1. During hourly cleanings, frequent touch points will be cleaned and sanitized
         and supplies will be restocked as needed
      2. Frequent touch points in restrooms include but are not limited to:
         a. Light switches
         b. Door handles
         c. Sinks
         d. Mirrors
         e. Garbage cans
         f. Faucet handles
         g. Stall locks
         h. Stall doors
         i. Toilet paper dispenser
         j. Soap dispenser
         k. Toilet handles
         l. Hand dryers
         m. Handicap wall mounted assist handles
         n. Baby changing tables
         o. Sanitary boxes
         p. Foot- door openers
         q. Purse hooks
         r. Miscellaneous
      i. Special foot-door openers have been added to restrooms where applicable so that doors
         can be opened with a foot instead of door handle
      ii. Hooks will be added to the inside of restroom stalls so to allow guests to hand purses
         and jackets up off the ground

CONCESSIONS

• Limited operations to open-air facilities only.
• Outdoor seating reconfigured to maintain 6 feet of separation.
• Tables and chairs will be cleaned and sanitized between each use by Zoo staff.
• Employees will be required to wear masks and gloves.
• Counters will be sanitized between customers by Zoo staff.

GIFT SHOPS

• Limited operations to outdoor open-air facility only.
• Employees will be required to wear masks and gloves.
• Sign and greeter to control number of guest in store at any one time.
• Sanitized disinfecting done by Zoo staff twice a day- every four hours.
• Common touch points wiped after use at checkout areas by Zoo staff.