

## Seneca Park Zoo Education Program FAQs

This document outlines general guidelines the Education Department is following to protect the health and safety of our program participants, staff, and animals. As things may change, we will communicate any modifications to participants.

### **How is the Zoo managing group sizes to allow for social distancing?**

We have reduced program capacities to allow for proper distancing in classrooms. The Zoo has also reduced guest capacities and instituted timed entry to allow for distancing throughout the campus.

### **Are masks required?**

We are following state and local guidelines, which currently require masks for everyone over 2 years of age. Face coverings are required throughout the Zoo to protect guests, staff, and the animals, as some species are susceptible to Covid-19. If a program participant cannot wear a mask for health reasons, a face shield may be worn instead. Participants should arrive at the Zoo with a clean face covering, but we will have some available if needed.

### **How is cleanliness maintained?**

Classrooms and commonly touched surfaces are cleaned and disinfected before and after each program. Programs are designed with activities that avoid shared resources, and materials are cleaned in between programs. Frequent hand washing is also encouraged for participants and staff.

### **Will there be health screenings?**

The health and safety of our guests, staff, and animals is our top priority. All Zoo staff and volunteers are screened with a temperature scan upon arriving at the Zoo each day.

Program participants should not come to the Zoo if feeling unwell or experiencing any symptoms of Covid-19 (fever, sore throat, chills, cough, shortness of breath, body aches, new loss of taste or smell, severe fatigue, loss of appetite, diarrhea). If someone has come into contact with a person who has tested positive or was exposed to an individual who tested positive within 14 days of the scheduled program, they should not come to the Zoo.

NYS has issued a travel advisory requiring anyone who has traveled from within a designated state to quarantine for 14 days after entering New York. If a program participant or a member/guest in the same household is under quarantine due to this advisory, they would be unable to attend a program. You can view the current list of designated states and read more on the advisory at <https://coronavirus.health.ny.gov/covid-19-travel-advisory>.

### **What if I'm unable to attend a program I registered for?**

We realize that individuals may not be able to attend a program as anticipated due to unforeseen circumstances (e.g. sick, need to quarantine), so we are flexible. If you are not able to attend a program that you registered for, please let us know as soon as possible, and we can discuss the options.

### **New Cancellation Policy:**

If the Zoo needs to cancel a program, confirmed registrants will be sent an email notifying them of the cancellation and providing them with these options:

- rescheduling to another date
- receiving a refund of registration fees
- converting registration fees into a tax-deductible contribution

Registrants will have ten business days to make a decision and notify the Zoo. If we have not received an answer after ten business days from our initial contact, the registration fee will be converted to a donation, and the registrant will receive a letter confirming the tax-deductible contribution.

### **Additional questions?**

Please contact us at [education@senecazoo.org](mailto:education@senecazoo.org).