

# Cheyenne Mountain Zoo Auxiliary Zoo Line



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## President's Message

*By: Glenna French, President*

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Greetings Fellow Docents;

The American Association of Zoo Keepers (AAZK) Conference was held in Denver from October 4<sup>th</sup> through the 8<sup>th</sup>. The mission of this national organization is to advance excellence in the animal keeping profession, foster effective communication beneficial to all animal care, support deserving conservation projects, and promote the preservation of our animal resources and animal life. Their purpose is to foster a professional attitude in animal keepers and aquarists by encouraging them to become active members of professional teams at today's zoos and aquariums. AAZK supports the promotion and implementation of zookeeper education and strives to make the general public aware of their concern for all deserving conservation projects and the need for preservation of natural resources and the species that depend on those resources.

The Cheyenne Mountain Zoo's chapter of AAZK is led by President, Patty Wallace, Senior Lead Animal keeper in Australia/Scutes, and her team. The rest of her team is Vice President, Ashley Arimborgo, Registrar Animal Volunteer and Revenue, Secretary; Carrie Ellis, Keeper – Primate World, Treasurer; Bailey Jones, Animal Keeper - Australia/Scutes; and Social, Beth Rizzo, Relief Keeper – Loft. There are about 20 active keepers who are AAZK members and assist the team leaders as needed. This team raises money through Bowling for Rhinos, Art on the Hoof, the sale of CMZ animal playing cards, Trivia nights, aluminum can collection and sale, and the annual sale of Christmas ornaments portraying one or more of our zoo animals. Docents help support AAZK by being involved in these activities and purchasing cards and ornaments. The money raised helps fund professional development of chapter members, contribute to many conservation and support legacy projects such as the

Turtle Survival Alliance and the Saola Working Group.

As part of this conference, the CMZ AAZK team was asked to be one of the pre-trip events on Thursday, October 4<sup>th</sup>. Therefore, the team spent many hours planning how this event would unfold to showcase the "Zoo on the Mountain". It was important to the team to be able to provide attendees an experience of a lifetime. You know, those Goosebumps!

There were 148 delegates from across the US, Canada and a few other countries that made the trip from Denver to Colorado Springs for a day full of new learning and fun. The attendees consisted of keepers, docents, as well as a few students. These attendees were able to sign-up for behind the scenes events at the elephant barn, primate building tour and orangutan training, and poolside at grizzlies. There were several open house opportunities in the ARV and Scutes basement tours plus the conservation barn and a tapir encounter. Attendees also had vouchers for unlimited Sky rides, one giraffe feeding and one budgie feeding. SSA provided a lunch voucher for each attendee.

What a superb day it was. Docents, docents, docents everywhere helping guide attendees, sharing information about the zoo or talking about a biofact or just helping to give those Goosebumps!

It was a successful day as attendees were ecstatic and amazed at how well the zoo utilized the space available on the mountain, astonished at how the areas could be cleaned, and the incredible level of guest interaction with keepers, staff and docents. Thanks to the entire zoo team for giving those 148 attendees memories for a lifetime. *Glenna French*



## 2018-2019 CMZ Auxiliary Calendar

Meeting Times are 9:30 AM New Docent Training  
 Times are 9:00 AM – 4:00 PM Education Committee  
 Meetings are held the fourth Wednesday every month  
 at 9:30 a.m. in Safari Lodge. **\*Bolded items – date,  
 time, or location has been changed.**

### November 2018

7	Board Meeting	Safari Lodge
10	IE Meeting	Safari Lodge
14	TE Meeting/ Staff Lunch	Moose Lodge/Lake
15-17	Field Trip	Basque del Apache and ALBQ Zoo

### December 2018

No meetings **BUT**  
 8 Holiday Party at the Poyzer's'. 2-5pm

### January 2019

2	Board Meeting	Safari Lodge
9	TE Meeting	Safari Lodge
<b>12</b>	<b>IE Meeting</b>	<b>*Library</b>
12	Training	Safari Lodge
19	Training	Safari Lodge
26	Training	Safari Lodge

## PROGRAMS

### TE PROGRAM

**November 14-** is the annual **Staff Lunch** so it is a celebration, as always, and this year so much more in support of our Zoo Staff that have dealt with so much this year, personally, professionally, and hearts totally in, so please bring your specialties to accompany the main dishes! **And in honor of the 100<sup>th</sup> anniversary of the Migratory Bird Act, Jenyva Fox will talk to us about the act AND those feathered migrants!**

### IE PROGRAM

**November 12** – The IE presentation for the Nov 10 meeting is Operation Twiga III, featuring Jason Bredahl and Dr. Ann.

Jason and Dr. Ann traveled to Uganda this summer to participate in Operation Twiga III, the translocation of 14 Nubian giraffe from Murchison Falls National Park to Kidepo Valley National Park. The giraffe needed to be translocated due to the encroachment of the oil and gas industry... and they were transported in a happy leafy giraffe truck! Learn more about this

project

at: <https://giraffeconservation.org/2018/09/14/operation-twiga-3/> and come join us at the last IE meeting of the year.



*Photo courtesy of the Giraffe Conservation Foundation.*

And plan ahead for the New YEAR!

**January 12, 2019** - The IE presentation for the Jan 12 meeting is Courtney Rogers, Animal Keeper in RMW, who will speak on her travels to India and her experience attending the Advancing Bear Care Workshop held in Agra, India, this December. The workshop is sponsored by The Bear Care Group and Wildlife SOS India. Courtney will be attending workshops on Animal Sentience & the Role of Modern Care Facilities, Excellence in Captive Care, and Veterinary Care and will also get to visit the Wildlife SOS Bear Rescue Facility. You may recognize Courtney from recent CMZoo Facebook posts on Wolf of the Week and ZooU or from seeing her wandering around with raw meat up by the bears!

## SOCIAL EVENTS

Just a reminder the Keeper/Staff luncheon will be held at the Lodge at Moose Lake on Wednesday, November 14th, following the monthly TE meeting. This is just one small way we can show our appreciation for the amazing job the keepers and staff do every day to make our zoo one of the best in the country! Thanks to everyone for signing up for salads and desserts to compliment the lasagna, pastas and breadsticks from Fazolis. Also save the date for our docent Holiday Open House on Saturday, December 8th, from 2-5 PM. Marie and John Poyzer have again generously opened their home for this docent get together. Directions to their home and other details will be in the December Zooline.

*Eileen Derry and Anne Wardrop*

## ENRICHMENT

Our Elegant Elephants would be elated if you would be their Valentine...

### Docent Family,

Believe it or not, Animal Valentine's Day will be here before you know it! As many of you know, this year we are raising money for our wonderful African Elephants Lucky, Kimba, Malaika, Jambo, Missy, and Kimba Loo!

All six of our elephants LOVE working with the keepers and learning through enrichment and elephant yoga! Now, I have spoken with all of the elephants, and confirmed with their keeper friends, that the items below are what they would really like for Valentine's Day this year!

### Tires (6) -



Nose it Feeders (6) -



### Forage Bags (2) -



The elephants are so excited that they have become very creative...in fact, they have become inspired to pick up a paint brush and paint! More to come on this....

If you would like to make a donation make your check to CMZ and include Animal Valentine's Day in the memo line. All purchases will be made by the Enrichment Committee and presented to the elephants at a future meeting. *Andrew Witherow*



## MEET YOUR BOARD

### PAT GRAY

Looking back on my life, it's full of the Air Force. I was born in Beebe, Arkansas in 1944 while my dad was in the Pacific during WWII. My parents were from the little town in Arkansas, my Dad on the farm and my Mom in the 1000 population town. He developed pollen allergies and decided he needed to get off the farm and went to pilot training in 1938. Their first station was Wheeler Field, Hawaii. Maybe that's why I enjoy traveling so much. In my memory we moved from Montgomery, AL, to Ft. Worth, TX, to Arlington, VA, to Little Rock, AR, to Nagoya, JP, to Arlington, VA, to Fort Worth, TX, to Oscoda, MI. The Zoo in Ft. Worth was my 1<sup>st</sup> memory of Wild Animals; the elephants got peanuts each time we visited.

Ron and I were married there (in Michigan-not the Zoo) we started our own adventure in Knob Noster, Missouri. I did get to see different parts of the country with Ron -- Missouri, North Dakota, California, Nebraska, Kansas, Alabama, and finally Colorado. We visited Ski Country almost every winter we were in Kansas (Kids loved to ski) and we at last got to live here.

For the first 50 years or so, my love for animals evolved around the three little two legged ones that lived in my house. But when we moved back to Colorado Springs and Shirley Selvedge (who I know from Timberview Middle School) started talking about the Cheyenne Mountain Zoo, I was hooked. I was in the class of '01 with Patsy McAteer, with Nancy Hochman, the class principal, and Jean McKanna was the 1<sup>st</sup> VP, and I fell in love with everything about our Zoo. We have the greatest Education Staff, Animal Keepers, Administration Staff, Maintenance Staff, Vet Staff, and SSA Personal in the country. And it is my pleasure to work with them whenever I can. *Pat Gray*

## EDUCATION

There will be a sign-up at the November meetings for orders for hardcopies of the 2019 Manual. The manual will be available on line, but if you are like me, you may want or need a hard copy to scribble notes on. The cost for the past few years has been about \$15. I expect it to be about the same.

A reminder to 2019 docent school presenters: Please make sure you have perused the appropriate sections of the manual and have submitted any changes to Nancy Hochman as soon as possible. She must turn in the revised manual for publication by December and needs time to make the adjustments. *Jean McKanna*

### ZOOM AND A SPECIAL GUEST



Frida is our Southern Three-banded Armadillo residing in the CMZ Loft. She was born on October 14, 2013, at the Rio Grande Zoo in Albuquerque, New Mexico. Frida means “beautiful” and she is named after the painter, Frida Kahlo.

Frida is a favorite of guests at Cheyenne Mountain Zoo and on Zoom Programs off-grounds. Frida runs around the grass yards outside of the Loft or in her wading pool, looking for mealworms hidden in the substrate.

The Three-banded Armadillo is native to South America and is found mainly in grasslands. This type of armadillo does not dig a burrow, but uses abandoned dens or shelters under dense vegetation. They walk on the soles of their hind feet and on tips of the claws on the forefeet.

Frida’s armor plating is divided into two domed shells, with three armored bands in between, joined by flexible bands of skin. This allows her to roll into a ball if she feels threatened. The two body shells form a sphere and bony plates cover her head. The tail fits into a gap between the adjoined body shells.

Special handling is needed for Frieda. . .

### Caught by Frida!!

Yes, it's true, I'm the one who was caught. By this I mean I was “caught” by Frida our wonderful little Armadillo who lives in the loft. Frida is a Three-banded Armadillo making her much smaller than her Armadillo cousins who are seven or nine band and much larger.

While being trained on Frida, Jenny, the Loft Head Keeper, was showing me the correct way to pick her up. Jenny warned me to pick her up on her shell and not her bands. As I said she has three bands across her leathery shell. These bands are moveable plates that allow her to roll up completely just as a basketball. Three-banded Armadillos are the only ones who can do this.

When it came my turn to pick her up, I allowed one finger to go right over the band! Well, little Frida rolled up nice and tight right around that finger. Just tight enough to cause serious discomfort, ok, pain! Now the next fun job was to have her let go. No easy job either. Basically we just waited for her to do it on her own. I don't recommend trying to pull the finger out of the bands. Meanwhile, guests were coming in and through a gritted smile, was trying to convince them she had closed up on me but it was ok, I was fine. I don't think I was fooling anyone. When she finally let go and I could breathe again, I knew



I had now learned the proper way to pick up an Armadillo... and by trial and error. Not the recommended method!! *Lynne Stefonik and the victim, Judy Schlei*

## Treasurer's Report

In September's Restricted Account King Soopers Income was \$337.00 and Expenses were \$650. That was the amount that the Financial Committee recommended to the Board for Stacey Graham's Application for San Diego's online Sustainability & Behavior Change Certificate program. The Board passed it. The total for the Restricted Account is \$30,826.02.

Our Operating Budget spending in September was \$615.53 and the total remaining is \$3448.64. A big part of the expenses were a result of the printing of the Directories (and they are great).  
*Pat Gray*

**PS: And in October the Board approved a special request for BBY, in order to buy a tank chiller for our Axolotls. They are apparently very, very particular about just the right temperature, sort of like their human cousin, Goldilocks! Photo is thanks to Cris Stoddard. By the way, nicknamed the Mexican walking fish, they are actually a neotenic salamander related to our own state amphibian, the Tiger Salamander.**



## EDVENTURE

### AZA Conference in Seattle and Empathy

A handful of zoo staff were able to attend the annual AZA conference, this year hosted by the Woodland Park Zoo in Seattle. My goal when I attend these conferences is to walk away with a tool or resource that I can use to improve myself as an educator, my team as interpreters, or any other ways to be more efficient and relevant in the zoo education realm. There are several "hot topics" during this conference, and for the past couple years the concept of using empathy to better connect animals to people has been the top of the list.

I am pleased to say, that for the most part, we are all ahead of the game in the empathy category. The concept of naming animals, letting guests feed animals or see them as close as possible, or even using stories instead of facts is a relatively new concept to most zoos- but we have been doing this for years. But there are always things we can all work on. I found the following information to resonate most with me as the two things we can do (docents and staff alike) to be even better with using empathy as a tool.

#### **Cut down on the Facts**

When you are leading a tour, or interpreting an animal in the loft, think about the information you are sharing with our guests. Is your leading sentence something they can find on Google? Or is it something weird/fun/exciting that they may not even realize? If the answer is "they can google it"- then that is probably a fact. If you can start conversations with information specific to our zoo animals- ex: "This is Abuto- has anyone heard that name before? Did you know that Abuto means 'the hidden one' in an African language (luo)?" Then you can proceed to tell the story about how Abuto got that name. Once you have them drawn in you can start to share some facts that connect back to that story (camouflage, gestation periods, pride dynamics, litter size, etc.), and the guest is more likely to form a strong bond with that animal! I know you only have a short

period of time with each guest, but you can share fact based information in a story telling way that does not take any more time.

### **Don't Over-Empathize**

Over-empathizing looks like “baby talking” or treating an animal like you would a pet at home. All of us are probably guilty of this, but doing it while you are by yourself talking to an animal (like I do....desperately wanting Bhutan to learn how to wave back to me!) vs. talking about that animal for a group of guests. The issue with over-empathizing is likely to paint a picture in one's mind that the animal is cute, cuddly, domesticated, and would make a really good pet. The connection is no longer the drive to learn how to protect that animal, but more “how can I bring this animal into my home?” If you ever see videos of people playing with baby tigers like they are rough housing with puppies, read the comments about the video. Most people say things like “he's so cute!” or “how do I get one!” - the action of treating a tiger like a domestic animal is a form of over-empathizing. We want people to fall in love with animals- just like we all have- but we want them to appreciate their wildness and inspire action to help their wild counterparts - and over-empathizing has proven to be ineffective in that area.

For anyone that is interested, an article was shared with us during the empathy lecture that I found very interesting and helpful. [http://www.informalscience.org/sites/default/files/Empathy%20best%20practices\\_lit%20review.pdf](http://www.informalscience.org/sites/default/files/Empathy%20best%20practices_lit%20review.pdf). This article has great examples, suggestions, and access to other resources in regards to empathy usage in zoos. I highly recommend reading it if/when you get a chance.

These might seem like some pretty big changes for some people, but remember that you are surrounded by people in the zoo who are constantly working on these skills too. Be sure to ask for guidance, suggestions, or feedback as to how to continue to improve upon these skills. I would also encourage you to remind one another of these practices as well- I know I like the reminder, especially when I am baby talking to an

animal and don't even realize it. If we are all on the same team and moving towards this incredible goal of using empathy as a resource to build stronger connections between people and animals, then we will continue to be way ahead of the curve in zoo education. *Stacey Graham*



*Fuzzy Photo by Lovice Riffe (He is still trying to hide)*

## **FIELD TRIPS**

17 have signed up for Sandhill Crane Festival in New Mexico and the BioPark Zoo tour in Albuquerque on the way home.

We also had 12 that went to the Chico Basin Ranchlands Bird Binding Field Trip on September 29, 2018. Savannah was our guide and we enjoyed learning about the Ranch and it's passion for education and conservation. *Joan Adkins*





CMZ Auxiliary ZooLine  
November, 2018

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