

Brevard Zoo

FAQ for In-Person Programs Fall 2020

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting Brevard Zoo, you are voluntarily assuming all risks related to exposure to COVID-19.

What will the 1.5 hour program experience entail?

Classes will have no more than 12 participants including parents and one adult leader. Groups will not be mixed with other classes on site but will travel into the Zoo where guests will also be. Families will be seated at least 6ft. apart when in the classroom. We have planned to use outdoor areas for most of the program time, so please plan to be outdoors.

Will participants and/or staff be required to wear masks?

Staff are required to wear a mask. Adults and children participating in the class are required to wear a mask or facial covering that covers the nose and mouth for the safety of our animals, staff and other participants. Mesh and crochet masks are not permitted. Hand sanitizer and hand washing locations are available throughout the Zoo and in the classroom.

How often is the facility being cleaned/disinfected?

Constant cleaning of high-volume areas including door handles, sink handles, bathrooms and equipment is conducted throughout each day. Tables and chairs will be sanitized at the start and end of each class. Any Zoo materials used in class (ex: magnifying glasses) will not be shared and will be sanitized as well.

Will there be any activities that involve close contact between the children?

There will be no close-contact games played. All social distancing "group" games will be played outdoors. This includes relay races, obstacle courses, nature scavenger hunts, etc. Activities that are held inside will meet social distancing recommendations and requirements.

What should my child bring to class?

There will be no sharing of personal items brought to class. Participants should bring a snack and water bottle as access to water fountains will not be available.

How will you prevent sick children or staff members from entering class?

Daily screening/temperature checks will be conducted with a touchless thermometer upon arrival for all class participants. A parent or guardian must answer a series of screening questions upon arrival for each participant (see below). Anyone with a temperature of 100 degrees Fahrenheit or higher or failing to pass the screening questions will be sent home.

Participants will be provided with a refund or credit for a future class. If the child or anyone in their immediate family have experienced symptoms prior to the class, please call our office to receive a refund or credit for a future class.

- **Screening Questions**

- Are you experiencing any of these COVID-19 symptoms?
 - Fever
 - Shortness of breath
 - Dry cough
 - Runny nose
 - Sore throat
- Have you been in contact with a person who has been diagnosed with COVID-19 within the past 14 days?
- Have you lost your sense of smell or taste any time in the last 14 days?

What are the procedures for arrival?

Arrive at the Education Gate where a Zoo staff will meet you. Upon arrival parent/guardian must answer COVID screening questions and participants will have their temperatures taken with a touchless thermometer.

What is the refund policy if class closes for any issues related to COVID-19 or if the class does not meet the minimum participant requirement?

If class must be cancelled for any reason, there will be a credit for a future class or a full refund for all participants.

How will parents be notified of a possible COVID-19 case?

All parents will be called immediately if we become aware that participants have been in contact with a person testing positive for COVID-19.

What is guiding your health and safety plan?

Our policies are in compliance with CDC recommendations.