2019
ANNUAL
CONFERENCE
New Orleans
September 7-11
program guide
WELCOME to

RON FORMAN
PRESIDENT AND CEO
Audubon Nature Institute

DAN ASHE
PRESIDENT AND CEO
Association of Zoos and Aquariums

KELLY FLAHERTY CLARK
PRESIDENT
IMATA Board of Directors
VICE PRESIDENT, ZOOLOGICAL OPERATIONS
Discovery Cove, SeaWorld Theme Parks & Entertainment
AND TO THE ANNUAL CONFERENCE!
SEPTEMBER 7 - 11, 2019

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Shark Reef Aquarium at Mandalay Bay

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Denny Lewis, Senior Vice President, Accreditation Programs
Steve Olson, Senior Vice President, Government Affairs
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Barbara Pueschel, Executive Assistant
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Nancy Ramos, Accounting Assistant
Kayla Ripple, SAFE Coordinator
Ana Maria Sanchez, Controller
Gina Velosky, Director, Business Development and Marketing
Rob Vernon, Senior Vice President, Communications and Marketing
Kartik Viswanath, Program Assistant, Database
Phil Wagner, Senior Vice President, Finance and CFO
Cheryl Wallen, Director, Conferences
Sara Walker, Senior Advisor, Wildlife Trafficking
Stephanie Wood, Accounting Assistant
Ashley Wynne-James, Program Specialist, All-Hazards Response Center
Ashley Zielinski, Program Specialist, All-Hazards Response Center
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Discovery Cove

**EXECUTIVE DIRECTOR**
William Hurley

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Georgia Aquarium

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Kristine Funk  
Coral World Ocean Park

**SECRETARY**
Erin Leach

**DIRECTOR AT LARGE**
Sarah Brignac  
Dolphin Research Center

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IMATA CONFERENCE CHAIR ACKNOWLEDGEMENTS

Will Elgar
Director of Zoological Operations, Animal Training, Pinnipeds  
Georgia Aquarium

Will Elgar would like to acknowledge and give special thanks to:
The hard working and tireless IMATA Board members and committee chairs—thank you so much for your support, passion, commitment and guidance; Cheryl Wallen and Melissa Howerton (AZA)—you guys rock and it’s been a pleasure working with you; Georgia Aquarium, Eric Gaglione, and the amazing Animal Training/Pinniped team for supporting me through this whole process; and, of course, Ann, Bump, and Mahi—thank you for all your love and support.
Thank you to the Annual Conference Program Committee! The following Committee members work hard to represent member needs and interests to develop the best Annual Conference concurrent sessions. Each session topic, paper and poster submission, and speaker are all carefully vetted and developed. The dedication of your Annual Conference Program Committee to create the best conference program is greatly appreciated.

**CHAIR**
Drew Foster  
Animal Curator, Phoenix Zoo

**VICE CHAIR**
Andy Wood, Chief Operating Officer, The Florida Aquarium

**MEMBERS**

**ANIMAL MANAGEMENT, HEALTH & WELFARE**
Joe Barkowski, VP Animal Conservation & Science, Tulsa Zoo  
Drew Foster, Animal Curator, Phoenix Zoo  
Regina Mossotti, Director of Animal Care & Conservation, Endangered Wolf Center

**AQUARIUM AFFAIRS**
Dee Murphy, Curator of Aquatic Husbandry, Audubon Aquarium of the Americas  
Greg Whittaker, Animal Husbandry Manager, Moody Gardens

**BUSINESS OPERATIONS**
Doug Rickenbach, Chief Operating Officer, Naples Zoo  
Adrienne Rowland, Director, Shark Reef at Mandalay Bay

**CONSERVATION**
Rich Bergl, Ph.D., Director of Conservation, Education and Science, North Carolina Zoological Park  
Tara Harris Ph.D., Director of Conservation and Science, Phoenix Zoo

**DEVELOPMENT/FUNDRAISING & MEMBERSHIP**
Chris Panek, Vice President of Membership, Chicago Zoological Society - Brookfield Zoo

**EDUCATION**
Amanda Lindell, Ph.D. Student, University of California, Davis  
Kelly Matis, VP Education & Conservation, Mystic Aquarium

**IMATA**
Will Elgar, Director of Zoological Operations, Animal Training, Pinnipeds, Georgia Aquarium

**PUBLIC RELATIONS & MARKETING**
Charlene Chiang, Vice President, Engagement, Vancouver Aquarium Marine Science Centre  
Duane McGregor, Marketing Director, Cameron Park Zoo  
Andy Wood, Chief Operating Officer, The Florida Aquarium

**VOLUNTEER & INTERN ENGAGEMENT**
Lace Garland, Manager of Volunteer and Internship Programs, New England Aquarium

**TRENDS & MORE**
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Craig Jacobs, Director of Human Resources, Omaha’s Henry Doorly Zoo & Aquarium  
Melissa Ruminot, Director, Marketing and Business Development, The Nassal Company

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Michelle Hatwood, Curator, Freeport-McMoRan Audubon Species Survival Center  
Dee Murphy, Curator of Aquatic Husbandry, Audubon Aquarium of the Americas

**AZA BOARD LIAISON**
Adrienne Rowland, Director, Shark Reef at Mandalay Bay

**AZA STAFF LIAISONS**
Melissa Howerton, Senior Vice President, Member Services  
Cheryl Wallen, Director, Conferences
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**HOST PLANNING COMMITTEE**

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Rich Toth, Vice President and Managing Director, Audubon Aquarium of the Americas
Steve Marshall, Vice President and Managing Director, Audubon Zoo
Debra McGuire, Vice President of Retail Operations
Lani McWilliams, Vice President of Institutional Advancement
Katie Smith, Vice President of Marketing
Joel Hamilton, Vice President and General Curator, Audubon Zoo
Jamie Creola, Vice President of Education
Michelle Hatwood, General Curator, Freeport-McMoRan Audubon Species Survival Center
Ken Ritter, Senior Director of Sales and Events
Llewellyn Everage, Interim Director of Education
Jenny Lazo, Director of Event Operations, Audubon Aquarium of the Americas
Stephanie Vega, Director of Development Events
John Fallon, Director of Sustainability and Coastal Conservation Initiatives
Daine Appleberry, Director of Guest Services
Scarlett Dottolo, Director of Facilities, Audubon Zoo
Carmen Rucker, Operations Project Manager, Audubon Zoo

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**ICEBREAKER AND ZOO DAY SPONSORS**

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**HOSTS AND EVENT SPONSORS**

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Crescent Crown Distribution
Hotard Coaches
Jocelyn Russell, Wildlife Bronzes
PepsiCo Americas Beverages
Sysco
Wildlife Wines Club

Chap’s Rental Services
Event Producers
Element
Goldring Family Foundation
Open Water
Pyramid Audio Productions
The Quarter Century Award recognizes Zoos and Aquariums that have been AZA-accredited continuously for 25 years or more. 

_Congratulations to those first granted accreditation in 1994!_

Prospect Park Zoo

Steinhart Aquarium

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**Earn Your M.S. in Environmental Studies**

A 36 credit, cohort-based, graduate program designed to connect you deeply to your local ecological and human communities through a practical application of knowledge.

Choose from three areas of concentration:

- Conservation Biology
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Benefit from our unique bioregional approach and learn from leading faculty experts.

LEARN MORE. Visit Booth 718

or email: fionna.gault@prescott.edu

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Apply Today, Change the World Tomorrow

Prescott.edu
Two whooping crane (Grus americana) in their Audubon Zoo habitat, where they serve as ambassadors for Audubon's crane breeding and release program at Freeport-McMoRan Audubon Species Survival Center.

© Audubon Nature Institute
ATTENDEE GENERAL INFORMATION

CONFERENCE REGISTRATION
Registration is located at the entrance of Exhibit Hall F, on the ground floor of the New Orleans Convention Center and is open during the following times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, September 7</td>
<td>7:00 AM – 5:30 PM</td>
</tr>
<tr>
<td>Sunday, September 8</td>
<td>7:00 AM – 6:00 PM</td>
</tr>
<tr>
<td>Monday, September 9</td>
<td>7:00 AM – 5:30 PM</td>
</tr>
<tr>
<td>Tuesday, September 10</td>
<td>7:00 AM – 5:30 PM</td>
</tr>
<tr>
<td>Wednesday, September 11</td>
<td>7:00 AM – 10:30 AM</td>
</tr>
<tr>
<td>Thursday, September 12</td>
<td>7:00 AM – 10:30 AM</td>
</tr>
</tbody>
</table>

Conference badges must be worn at all sessions, meetings, and social events. Thank you to the support of Platinum Conference Sponsor SSA for sponsoring the badge holders.

At the conclusion of the Conference, please recycle badge holders by returning to the Registration Desk at the Convention Center, or in the receptacle provided at Zoo Day.

Delegate bags are made from 100% recycled PET bottles. Please support the Annual Conference Green Mission by using these bags during and after the Conference. Thank you to Platinum Conference Sponsor CLR Design for sponsoring the bags.

WATER STATION
Thanks to Gold Conference Sponsor, FareHarbor, attendees can refresh and stay hydrated with fruited water on Sunday, September 8. Located just outside the Exhibit Hall and Registration Desk entrance.

Water coolers are provided throughout the week in the Convention Center. Thank you to Torre Design Consortium, Ltd. for the reusable aluminum water bottle.

CONFERENCE POLICIES
AZA and IMATA are committed to providing a safe, productive, and welcoming environment for all meeting participants and staff. Each and every participant, including attendees, speakers, volunteers, exhibitors, Association staff and service providers are expected to understand and follow attendance policies. These expectations apply to all meeting-related events, including those events held in conjunction with AZA and IMATA conferences and events. For more information on the Code of Conduct and other safety tips while in New Orleans, see page 11.

Solicitation of attendees and exhibitors by non-exhibitors is also prohibited.

EMERGENCIES
If you or anyone else is in immediate danger at any time while in the city, contact local law enforcement by calling 911.

If in the New Orleans Convention Center, use the RED emergency phones located throughout the facility. Or, contact a Public Safety Dispatcher, available 24 hours a day, at (504) 582-3040. Do NOT dial 911. The Convention Center is an expansive building and the in-house security will be able to quickly assess the situation and bring emergency personnel directly to the individual in need. Or, visit the First Aid station located in Lobby F, just outside of Exhibit Hall F.

ACCESSIBILITY
AZA and IMATA strive to ensure conferences do not pose barriers that may exclude people from attending or participating. If you require assistance, please stop by the Registration Desk at the entrance of Exhibit Hall F and alert staff.

CONFERENCE LOCATION
All meetings, concurrent and general sessions, and the Exhibit Hall are located in the New Orleans Convention Center, unless otherwise noted. Refer to the enclosed maps or the Annual Conference App for exact location of all meeting rooms.

New Orleans Ernest N. Morial Convention Center
900 Convention Center Blvd
New Orleans, LA 70130
(504) 582–3000

The New Orleans Convention Center is a non-smoking facility.

MOTHER’S LOUNGE
While at the Convention Center, nursing mothers have the option to use a private, keyed access room with refrigeration for milk. For more information and access, visit the AZA Registration Desk.

BUSINESS CENTER
The UPS Store is located inside the Convention Center, just outside the Exhibit Hall F. The hours are Monday – Friday, 9:00 AM – 5:30 PM.

SPEAKER PREP ROOM
The Speaker Prep room is located at the New Orleans Convention Center in Room 335. It is available to speakers during the following times:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, September 8</td>
<td>8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>Monday, September 9</td>
<td>9:30 AM – 5:30 PM</td>
</tr>
<tr>
<td>Tuesday, September 10</td>
<td>10:00 AM – 5:30 PM</td>
</tr>
<tr>
<td>Wednesday, September 11</td>
<td>7:00 AM – 10:00 AM</td>
</tr>
</tbody>
</table>
EXHIBIT HALL

The Conference Exhibit Hall is located in Exhibit Hall F on the ground floor of the Convention Center. The Exhibit Hall is open during the following times:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, September 9</td>
<td>9:30 AM – 6:30 PM</td>
</tr>
<tr>
<td>Tuesday, September 10</td>
<td>1:30 PM – 7:00 PM</td>
</tr>
</tbody>
</table>

Please reference the index in the back of the program book for a complete listing of all Exhibitors with booth numbers and contact information. A fold-out map of the Exhibit Hall is also provided in the center of the program book, or search the Annual Conference App for a complete listing and map.

INTERNET/WI-FI

Complimentary wireless Internet is available throughout the hallways of the Convention Center, in the meeting rooms and general sessions, and the Exhibit Hall. It is intended for basic web usage. It should not be used for video conferencing or other web streaming services.

To access the wireless Internet, connect to the network AZAandIMATA and enter password NOLA2019 (case sensitive). If you are not prompted to enter a password, open your web browser.

AZA CENTRAL

Visit AZA Central, located on the center aisle of the Exhibit Hall, to learn about the various programs AZA offers. Explore AZA membership, the Web site, marketing partnerships, professional development courses, Accreditation and other tools and resources. Meet AZA staff members available to answer your questions. And, be sure to enter the daily drawings and Exhibit Hall Booth Decorating Contest here!

IMATA MERCHANDISE STORE

This year’s IMATA merchandise combines our signature logo with a new graphic twist. Show your support of IMATA by visiting the shop, making a purchase, and showcasing the organization and animals we love! The store is located in Exhibit Hall E and the hours of operation are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, September 8</td>
<td>9:00 AM – 12:00 PM, 1:00 PM – 4:00 PM</td>
</tr>
<tr>
<td>Monday, September 9</td>
<td>7:30 AM – 8:00 AM, 9:30 AM – 10:00 AM, 12:30 PM – 1:00 PM, 3:30 PM – 4:00 PM</td>
</tr>
<tr>
<td>Tuesday, September 10</td>
<td>7:30 AM – 8:00 AM, 10:30 AM – 11:00 AM, 3:30 PM – 4:00 PM</td>
</tr>
<tr>
<td>Wednesday, September 11</td>
<td>7:30 AM – 8:00 AM</td>
</tr>
<tr>
<td>Thursday, September 12</td>
<td>7:30 AM – 8:00 AM, 9:30 AM – 10:00 AM</td>
</tr>
</tbody>
</table>

SILENT AUCTIONS

AZA’s Conservation Grants Fund continues to provide funding for extraordinary conservation work. IMATA’s Research Grant and Conservation Fund Award provides financial support for efforts that focus on conservation-related issues and that promote communication, professionalism and cooperation among those who serve marine mammal science. Support AZA’s CGF and IMATA’s RGCFA by bidding on items in the Silent Auction, located in the front, left of Exhibit Hall F. Bidding will take place during Exhibit Hall hours and will close following the Poster Reception on Tuesday, September 10. Proceeds benefit conservation programs around the globe—be sure to place your bid!

SOCIAL MEDIA

Connect with colleagues while at the Conference on various social networking sites. Find the Annual Conference on Facebook:

www.facebook.com/ZoosAquariums
www.facebook.com/pg/IMATA-100496458208

or on Twitter: @AZAConf
#AZA2019
#IMATA2019

CHARGING LOCKERS

Need to recharge? Look for the charging lockers located in the Exhibit Hall or Third Floor of the meeting space. Lockers allow you a safe way to charge your mobile devices and lock them, while doing something else.
TRANSPORTATION

Icebreaker at Audubon Aquarium of the Americas

Conference delegates are invited to join in the Icebreaker Kickoff Second Line! A tradition in New Orleans, the second line is a festive parade and celebration. Delegates will meet at the corner of Convention Center Boulevard and Poydras Street. See the parade route on page 13.

Those with limited mobility can take advantage of a shuttle during the following times:

• Hampton Inn shuttle loading 5:40 – 5:50 PM
• Spring Hill Suites shuttle loading 6:00 – 6:10 PM
• Hilton Riverside shuttle loading 6:20 – 6:30 PM
• Arrival at Audubon Aquarium of the Americas 6:40 PM

Shuttles will loop between hotels and Audubon Aquarium of the Americas throughout the evening. Guests with limited mobility will have priority access and seating on the shuttle.

Zoo Day at Audubon Zoo

Buses will depart beginning at 11:30 AM from the Convention Center Transportation Center at the corner of Convention Center Boulevard and Calliope Street (main pickup location). See map on page 13. The last bus will depart the Zoo at 10:30 PM.

HOST ZOO AND AQUARIUM TEAMS

Over 200 Audubon Nature Institute staff and volunteers have committed time to assist at registration, served as room monitors, and as way-finders. Wearing the purple colored shirt, they are eager to assist. Please take the time to thank them for their hard work and dedication to making this conference a success.

FIRST TIME ATTENDEES

Welcome to all first time Annual Conference attendees! Be sure to add the rainbow ribbon on your name badge to signify first time conference attendance. And don’t miss the First Time Attendee Meeting on Sunday, September 8, 3:30 PM – 4:30 PM in Room 352.

MESSAGE BOARD AND INFORMATION TABLE

A message board and information table will be located at the Conference Registration Desk at the entrance of Exhibit Hall F. The message board and table are for professional networking and conservation/education programs only. No commercial solicitation permitted at the information table, or any other location throughout the convention center or hotels.

ON THE TOWN CONCIERGE DESK

Find assistance booking sightseeing trips, dining reservations and local travel information at the On The Town Concierge Desk. The desk is located outside Exhibit Hall F and will be available every day, 8:00 AM – 4:00 PM.

CELL PHONE COURTESY

Please be considerate of presenters and other attendees—turn off your cell phones or set them to vibrate.

GET CONNECTED!

Access the program, message attendees and find exhibitor information on your phone or tablet. Create agendas, take notes and more. New features added!

Mobile App

iPhone and Android users: Search AZA Conferences and Meetings

If you downloaded the Mid-Year Meeting or Annual Conference app in the past, no need to download again!

Mobile Web

bit.ly/AZAAnnual2019

Wi-Fi

Network: AZAandIMATA
Password: NOLA2019 (case sensitive)

GET ENGAGED!

@AZAConf #AZA2019 #IMATA2019

www.facebook.com/zoosaquariums
www.facebook.com/IMATA-100496458208

Session updates, Conference highlights, Exhibit Hall information and more!

LOST AND FOUND

Lost and found will be located at the Registration Desk at the entrance of Exhibit Hall F. If you have lost or found something, please stop by registration for assistance.

EVALUATIONS

AZA is dedicated to making each conference better than the last. Shortly after the Conference, attendees will receive an electronic survey. Please complete the survey and share your comments to help continuously shape and improve the Conference.

PHOTOGRAPHY

Photographers will be taking pictures at the Conference, which may be used for promotional and educational purposes. Registration or participation in the meeting and other activities constitutes agreement to allow AZA to use and distribute image or voice in photographs and recordings of the meeting.
CONFERENCE CODE OF CONDUCT AND SAFETY

CODE OF CONDUCT
The Association of Zoos and Aquariums and International Marine Animal Trainers’ Association are committed to providing a safe, productive, and welcoming environment for all meeting participants and staff. Each and every participant, including attendees, speakers, volunteers, exhibitors, Association staff, and service providers are expected to understand and follow attendance policies. These expectations apply to all AZA and IMATA meeting-related events, including those events held in conjunction with AZA and IMATA conferences and events.

PERSONAL SAFETY AND SECURITY
AZA and IMATA work with venue staff to make sure meeting participants are safe. We ask that all attendees report any questionable activity to any AZA, IMATA, or venue security staff for immediate action. No concern is too small—if you see something, say something.

• Be aware of your surroundings at all times.
• Regardless of where you are, use the buddy system when walking to and from the conference location, networking event locations—especially during early or late hours.
• Don’t wear your meeting badge on the street. Take it off as soon as you leave the venue.
• Don’t carry a lot of cash or credit cards.
• Don’t leave personal property unattended anywhere, anytime.

In an emergency, you should ask any AZA or IMATA staff member or the on-site security personnel to help you.

RESPONSIBLE DRINKING
At many AZA and IMATA networking events, both alcoholic and non-alcoholic beverages are served. AZA and IMATA expect participants at our events to drink responsibly. AZA, IMATA, and conference host event staff have the right to deny service to participants, and may require a participant to leave the event.

UNACCEPTABLE CONDUCT
• Harassment, intimidation, or discrimination in any form.
• Any abuse, including physical, verbal or non-verbal abuse, of any attendee, speaker, volunteer, exhibitor, staff member, service provider, or any other meeting guest.
• Disruption of presentations at sessions, in the Exhibit Hall, or at any events organized by AZA and IMATA at the meeting venue, hotels, or other AZA-contracted facilities.
• Examples of unacceptable behavior include comments related to gender, gender identity or expression, age, sexual orientation, disability, physical appearance, body size, race, religion, national origin, political affiliation, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, volunteer, exhibitor, staff member, service provider, or other meeting guest.

SEXUAL HARASSMENT
Sexual harassment is unacceptable conduct of a sexual nature which makes a person feel uncomfortable, offended, humiliated and/or intimidated. Examples of conduct or behavior which constitute sexual harassment include, but are not limited to:

Physical conduct
• Physical violence, including sexual assault
• Unwelcome physical contact or inappropriate touching
• The use of threats or rewards to solicit sexual favors

Verbal conduct
• Comments or insults based on appearance, age, private life, etc.
• Sexual comments, stories or jokes
• Sexual advances
• Repeated and unwanted social invitations for dates or physical intimacy
• Condescending or sexist remarks
• Sending sexually explicit messages (by phone or email)

Non-verbal conduct
• Display of sexually explicit or suggestive material or images
• Sexually-suggestive gestures
• Whistling or “cat calling”

REPORTING UNACCEPTABLE CONDUCT
If you or anyone else is in immediate danger at any time while in the city, contact local law enforcement by calling 911.

If in the New Orleans Convention Center, use the RED emergency phones located throughout the facility. Or, contact a Public Safety Dispatcher, available 24 hours a day, at (504) 582-3040. Do NOT dial 911. The Convention Center is an expansive building and the in-house security will be able to quickly assess the situation and bring emergency personnel directly to the individual in need.

Or, visit the First Aid station located in Lobby F, just outside of Exhibit Hall F.

If you or anyone else is the subject of unacceptable conduct, please contact any of the AZA and IMATA representatives listed on page 12, or any staff member in person.
AZA and IMATA have zero-tolerance for any form of discrimination or harassment, including sexual harassment. If you experience or observe harassment or hear of any incidents of unacceptable behavior, please inform any of the following so that we can take action.

Candice Dorsey  
mobile: (703) 282-9082

Ann Elgar  
mobile: (540) 907-5582

Will Elgar  
mobile: (404) 942-8755

Melissa Howerton  
mobile: (703) 517-3597

Jack Keeney  
mobile: (301) 655-1973

Kris Vehrs  
mobile: (301) 332-9573

All reports will be treated seriously and promptly. Incidents will be handled with respect for the privacy of the victim, and will be confidential to the extent practical, given the circumstances. Reports may also be made anonymously.

Upon receiving a complaint, the matter may be further investigated by additional staff. Actions to be taken will be discussed beforehand with the victim of the harassing behavior, where possible.

If the complaint is of a criminal nature, legal authorities will be notified.

If the offense is not of a criminal nature, the AZA staff receiving the report will listen to the victim and discuss next steps.

If a person has been found to have harassed another person, any of the following may take place:

• Verbal or written warning;
• Suspension of attendance at AZA or IMATA-sponsored events;
• Prohibit attendance at any future meeting.

Staff receiving the report will respect any and all requests of the victim to remain anonymous. Unacceptable conduct may be part of a larger pattern of repeated harassment. Please alert AZA or IMATA to all such conduct regardless of the offender’s identity or job title, even if you prefer your report to remain anonymous.

Reports of unacceptable conduct by an individual may also be reported by AZA to an individual’s employer.

AZA and IMATA have zero tolerance for retaliation either on-site or at a member facility against individuals for reporting unacceptable conduct at events.
MAPS
Downtown New Orleans

<table>
<thead>
<tr>
<th>#</th>
<th>Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hilton New Orleans Riverside</td>
</tr>
<tr>
<td>2</td>
<td>Hampton Inn &amp; Suites Convention Center</td>
</tr>
<tr>
<td>3</td>
<td>SpringHill Suites Convention Center</td>
</tr>
<tr>
<td>4</td>
<td>Ernest N. Morial Convention Center- Hall F</td>
</tr>
<tr>
<td>5</td>
<td>Audubon Aquarium of the Americas</td>
</tr>
<tr>
<td>6</td>
<td>Audubon Butterfly Garden and Insectarium</td>
</tr>
<tr>
<td>7</td>
<td>Entergy Giant Screen Theater</td>
</tr>
</tbody>
</table>
MAPS
New Orleans Ernest N. Morial Convention Center

FIRST FLOOR

- Elevators
- Stairs/Escalators
- Restrooms
- Exhibit Hall
- Meeting Rooms
- Dining
- Lobby
- ATM
- Charging Station
MAPS
Exhibit Hall Floorplan

• A listing of Exhibitors by category can be found in the Exhibit Hall Flyer, located in the center of this Program Guide or the Mobile App.

• An alphabetical listing of Exhibitors can be found beginning on page 97 of the Program Guide.
For more than 90 years, Gallagher has helped protect organizations of all sizes with comprehensive risk management and insurance brokerage programs. And now, with our Crisis Protect for Zoos and Aquariums solution, you can continue to face the future with confidence, even as your organizational needs and risks continue to evolve.

Get in touch to learn how we can reduce your costs and ensure financial stability. Learn more at:

www.ajg.com/ZoosAndAquariums
ANNUAL CONFERENCE
GREEN MISSION

Endangered green sea turtle King Mydas swimming in Audubon Aquarium of the Americas’ Gulf of Mexico habitat.

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The New Orleans Ernest N. Morial Convention Center (MCCNO) received the 2018 Overall Sustainability Leader Award from NOLA Energy Challenge. The MCCNO is pursuing LEED v4.1 “Silver” Certification in Existing Building Operations and Maintenance (EBOM).

With a specific focus on four major components, MCCNO and food service provider Centerplate continually evaluate operational decisions based on the following: Waste Reduction, Energy Conservation, Water Conservation and Clean Air Practices.

Conference Registration Materials
- All registration confirmation materials and badge previews were emailed to attendees. Emailing a badge preview prevents the printing of multiple, incorrect badges.
- Thanks to the support of SSA, the registration badge holders are made from recycled materials. If you choose to recycle your badge holders, recycling receptacles are located at the AZA Registration Desk and at Zoo Day.
- This year’s delegate bags are reusable and can take the place of single-use plastic bags when shopping. Please help the Green Mission by using these bags during and after the Conference. Thank you to CLR Design for sponsoring the bags.

Conference Program Materials
- The Program Guide and Schedule at a Glance Pocket Guide are printed on Forest Stewardship Council certified, recycled, double-sided paper, with vegetable oil-based inks. Take one copy and dispose of in the recycle bins located throughout the Convention Center.
- The Annual Conference App and website are available for smartphone users, with the latest and most up-to-date information on schedule updates and room changes. Browse the Exhibit Hall floor plan to make the most of your time in the Hall!
- All directional and room signage is reused from one event to another, whenever possible.
- If applicable, speakers are encouraged to provide handouts or presentations to be posted on the AZA website after the Conference, instead of paper copies onsite.

Exhibit Hall
- All conference exhibitors and participants are strongly encouraged to use sustainable products for any promotional giveaway items.
- Exhibitors are encouraged to participate in Lead Retrieval. Attendees have a bar code on their registration badge, allowing exhibitors to scan their badge to acquire contact information. This reduces the number of business cards being distributed.
- All carpet, tablecloths and signage in the Exhibit Hall will be recycled or reused when possible.

What You Can Do
- Attendees are provided a reusable water bottle for use at the water stations throughout the Convention Center. Reuse, then take it home and reuse it again! Thank you to Torre Design Consortium, Ltd. for sponsoring the water bottles.
- Use the Convention Center and hotel recycling programs.

For a full list of practices, visit annual.aza.org/2019/green.cfm.
SAFE Species Programs:

- Protect threatened animals
- Build on established recovery plans and track records of commitment
- Prioritize collaboration among member institutions
- Implement strategic conservation and stakeholder engagement activities
- Measure and report conservation progress

SAFE species benefit from multiple Association of Zoos and Aquariums member institutions working together and with other partners to advance the recovery of threatened species over three-year periods. The programs unite and focus the strengths and resources of AZA members to maximize impact. SAFE species programs amplify conservation stories and engage our audiences.

SAFE combines the power of zoo and aquarium visitors with the resources and collective expertise of AZA members and partners to save animals from extinction. Learn more about SAFE at: www.aza.org/aza-safe.
FIRST RESPONSE CART™

Golf cart, completely customized by A Thru Z, including design, fabrication, and installation.

Innovative, multi-functional, emergency response vehicle for Reid Park Zoo. Secure, animal/keeper/veterinarian transport.

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An endangered Asian elephant enjoys some enrichment in her Audubon Zoo habitat.

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HGA
WELCOME TO NEW ORLEANS — HOME OF THE

ALLIANCE FOR SUSTAINABLE WILDLIFE

Located at Audubon Nature Institute’s Freeport-McMoRan Audubon Species Survival Center in New Orleans.

The Alliance is a haven for more than a dozen mammal and bird species whose populations are in decline. Created through a partnership between Audubon Nature Institute and San Diego Zoo Global, ASW opened in 2017 to support accredited zoos in their efforts to create sustainable populations of threatened and endangered species.
### SATURDAY, SEPTEMBER 7

- Registration is open from 7:00 AM – 5:30 PM and located in Exhibit Hall F of the Convention Center.
- The Exhibit Hall is not open.
- All meetings are located in the New Orleans Convention Center and are open, unless otherwise noted in the guide or outside the room.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Elephant TAG</td>
</tr>
<tr>
<td>8:00 AM – 10:00 AM</td>
<td>Aquatic Invertebrate TAG</td>
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<tr>
<td>8:00 AM – 12:00 PM</td>
<td>Behavior SAG (Executive Session)</td>
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<tr>
<td>8:00 AM – 12:00 PM</td>
<td>Conference Workshop: Creating Your Individual Development Plan: Your Unique Roadmap for Professional Development (additional fee)</td>
</tr>
<tr>
<td>8:00 AM – 5:00 PM</td>
<td>IMATA Board Meeting</td>
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<tr>
<td>8:00 AM – 5:00 PM</td>
<td>Marine Mammal TAG (Executive Session)</td>
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<tr>
<td>8:00 AM – 5:00 PM</td>
<td>Accreditation Hearings (Executive Session)</td>
</tr>
<tr>
<td>8:00 AM – 5:00 PM</td>
<td>Animal Population Management (APM) Committee (Executive Session 8:00 AM – 3:15 PM)</td>
</tr>
<tr>
<td>9:00 AM – 10:00 AM</td>
<td>Conference Workshop: Addressing the Human Dimensions of Conservation: Community-Based Conservation Engagement (additional fee)</td>
</tr>
<tr>
<td>9:00 AM – 10:00 AM</td>
<td>SAFE: Asian Elephant (Executive Session)</td>
</tr>
<tr>
<td>9:00 AM – 12:30 PM</td>
<td>Zoo Conservation Outreach Group (ZCOG) (Executive Session 10:00 AM – 12:30 PM)</td>
</tr>
<tr>
<td>9:00 AM – 1:00 PM</td>
<td>Tree Kangaroo SSP (Executive Session 9:00 AM – 11:00 AM)</td>
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<tr>
<td>9:00 AM – 5:00 PM</td>
<td>Public Relations Committee Strategic Planning (Executive Session)</td>
</tr>
<tr>
<td>10:00 AM – 1:00 PM</td>
<td>Volunteer Management Committee (Executive Session)</td>
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<tr>
<td>10:00 AM – 1:00 PM</td>
<td>WZAM 3: STEM Matters Advisors Meeting (Executive Session)</td>
</tr>
<tr>
<td>10:00 AM – 1:30 PM</td>
<td>Advancing Conservation Through Empathy for Wildlife Partner Meeting</td>
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<tr>
<td>10:00 AM – 5:00 PM</td>
<td>Conference Workshop: Conservation Engagement and Advocacy Skills Boot Camp (additional fee)</td>
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<tr>
<td>1:00 PM – 2:00 PM</td>
<td>SAFE: Vaquita</td>
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<tr>
<td>1:00 PM – 3:00 PM</td>
<td>Marine Mammal TAG – Sea Otter (Invite Only)</td>
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<tr>
<td>1:00 PM – 3:30 PM</td>
<td>SAFE: Gorilla (Executive Session 1:00 PM – 2:00 PM)</td>
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<tr>
<td>1:00 PM – 4:00 PM</td>
<td>Professional Development Committee (Executive Session)</td>
</tr>
<tr>
<td>1:00 PM – 5:00 PM</td>
<td>Conference Workshop: Introduction to Animal Training (additional fee)</td>
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<tr>
<td>1:00 PM – 5:00 PM</td>
<td>Ambassador Animal SAG (Executive Session 1:00 PM – 2:00 PM)</td>
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<tr>
<td>1:00 PM – 4:00 PM</td>
<td>Human Resources Committee</td>
</tr>
<tr>
<td>1:00 PM – 5:00 PM</td>
<td>Malayan Tapir SSP Masterplanning</td>
</tr>
<tr>
<td>1:30 PM – 2:30 PM</td>
<td>SAFE: Atlantic Acropora Coral</td>
</tr>
<tr>
<td>2:00 PM – 3:00 PM</td>
<td>SAFE: Sea Turtle</td>
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<tr>
<td>2:30 PM – 5:00 PM</td>
<td>AZA Membership Committee</td>
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<tr>
<td>Time</td>
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<tr>
<td>3:00 PM – 4:00 PM</td>
<td>Marine Mammal TAG – Sea Lion and Harbor Seal (Invite Only)</td>
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<td></td>
<td>SAFE: Black Rhino (Executive Session)</td>
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<tr>
<td>3:00 PM – 5:00 PM</td>
<td>California Association of Zoos and Aquariums (CAZA)</td>
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<tr>
<td>3:00 PM – 6:00 PM</td>
<td>SAFE: Sharks and Rays (Executive Session 3:00 PM – 5:00 PM)</td>
</tr>
<tr>
<td>3:30 PM – 5:30 PM</td>
<td>Exploratory Discussion about Possibility of North Atlantic Right Whale as an AZA SAFE Program</td>
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<tr>
<td>4:00 PM – 5:00 PM</td>
<td>Bear TAG</td>
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<td></td>
<td>Marine Mammal TAG – Walrus (Invite Only)</td>
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<tr>
<td>4:00 PM – 5:30 PM</td>
<td>Coastal Ecosystems Learning Centers (CELC) Network</td>
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<tr>
<td>5:00 PM – 6:30 PM</td>
<td>Visitor Studies Association: Zoo and Aquarium Focused Interest Group (ZAFig)</td>
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<tr>
<td>5:30 PM – 9:30 PM</td>
<td>Conference Workshop: Secrets of Husbandry Training (additional fee)</td>
</tr>
</tbody>
</table>
SSA - Visitor Services for Cultural Attractions

SSA - Zoo Miami

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A critically-endangered Amur leopard in its Audubon Zoo habitat.

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From world leader...
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 AM – 8:30 AM</td>
<td>Nutrition Advisory Group</td>
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<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Reproduction-Endocrine SAG</td>
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<tr>
<td>8:00 AM – 9:30 AM</td>
<td>SAFE: Program Leaders</td>
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<tr>
<td>8:00 AM – 10:00 AM</td>
<td>Aquarium Conservation Partnership Quarterly Steering Committee Meeting</td>
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<tr>
<td>8:00 AM – 9:30 AM</td>
<td>Business Operations Committee</td>
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<tr>
<td>8:00 AM – 9:30 AM</td>
<td>IMATA Career Development Workshops</td>
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<tr>
<td>8:00 AM – 10:30 AM</td>
<td>Pangolin, Aardvark, Xenarthra TAG</td>
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<tr>
<td>8:00 AM – 10:00 AM</td>
<td>Research and Technology Committee</td>
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<tr>
<td>8:00 AM – 11:00 AM</td>
<td>Government Affairs Committee</td>
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<tr>
<td>8:00 AM – 12:00 PM</td>
<td>Marketing Committee</td>
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<tr>
<td>8:00 AM – 5:00 PM</td>
<td>Safety Committee Meeting &amp; Strategic Planning (Executive Session)</td>
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<tr>
<td>8:00 AM – 5:00 PM</td>
<td>Accreditation Hearings (Executive Session)</td>
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<tr>
<td>8:30 AM – 10:30 AM</td>
<td>Population Biology Meeting (Executive Session)</td>
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<tr>
<td>8:30 AM – 10:00 AM</td>
<td>Professional Development Committee</td>
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<td>8:30 AM – 12:00 PM</td>
<td>Volunteer &amp; Intern Management Bootcamp</td>
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<td>8:30 AM – 12:00 PM</td>
<td>Public Relations Committee (Executive Session 8:30 AM – 10:30 AM)</td>
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<td>8:30 AM – 10:00 AM</td>
<td>Conservation Education Committee (CEC) (Executive Session 8:30 AM – 10:00 AM)</td>
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<tr>
<td>9:00 AM – 11:00 AM</td>
<td>Marine Fishes TAG</td>
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<tr>
<td>9:00 AM – 12:00 PM</td>
<td>TAG Chair Meeting</td>
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<tr>
<td>9:00 AM – 1:00 PM</td>
<td>Honors and Awards Committee (Executive Session)</td>
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<tr>
<td>9:30 AM – 11:00 AM</td>
<td>SAFE: Species Seeking to Halt Population Decline: Western Pond Turtle,</td>
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<tr>
<td>9:30 AM – 11:00 AM</td>
<td>African Penguin, Giraffe, and North American Songbirds</td>
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<tr>
<td>10:00 AM – 12:00 PM</td>
<td>Advancement Committee (Executive Session)</td>
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<tr>
<td>10:00 AM – 1:00 PM</td>
<td>Change Agents to Save Species (Executive Session)</td>
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<tr>
<td>10:00 AM – 1:00 PM</td>
<td>Small Carnivore TAG Annual Update Meeting</td>
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<tr>
<td>10:00 AM – 3:00 PM</td>
<td>Wildlife Conservation Committee (Executive Session 10:00 AM – 11:00 AM)</td>
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<tr>
<td>10:00 AM – 3:00 PM</td>
<td>Diversity Committee</td>
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<tr>
<td>10:30 AM – 12:30 PM</td>
<td>IMATA Animal Training Advisory Committee (ATAC) Training Workshop:</td>
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<tr>
<td>11:00 AM – 12:00 PM</td>
<td>General Training/Discussion Forum</td>
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<tr>
<td>11:00 AM – 1:00 PM</td>
<td>SAFE: Species with Overexploitation: Whooping Crane, Radiated Tortoise,</td>
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<td>11:00 AM – 1:00 PM</td>
<td>and Chimpanzee</td>
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<tr>
<td>11:00 AM – 1:00 PM</td>
<td>Aquarium Affairs Committee</td>
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<tr>
<td>1:00 PM – 2:00 PM</td>
<td>Cheetah SSP Informational Meeting</td>
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<tr>
<td>1:00 PM – 2:00 PM</td>
<td>Jaguar SSP/SAFE</td>
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<tr>
<td>1:00 PM – 3:00 PM</td>
<td>SAFE: African Vulture (Executive Session)</td>
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<tr>
<td>1:00 PM – 3:00 PM</td>
<td>Animal Welfare Committee</td>
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<tr>
<td>1:00 PM – 3:00 PM</td>
<td>Conservation Culture Task Force (Executive Session 1:00 PM – 2:30 PM)</td>
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<td>1:00 PM – 3:00 PM</td>
<td>Marine Mammal TAG</td>
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<tr>
<td>1:00 PM – 3:00 PM</td>
<td>Trends Committee</td>
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</tbody>
</table>

- Registration is open 7:00 AM – 6:00 PM and located in Exhibit Hall F.
- The Exhibit Hall is not open.
- All meetings are located in the New Orleans Convention Center and are open, unless otherwise noted in guide or outside room.
<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1:00 PM – 4:30 PM</td>
<td>Green SAG (Executive Session 2:30 PM – 4:30 PM)</td>
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<tr>
<td>1:00 PM – 5:00 PM</td>
<td>Fundraising and Membership Roundtables and Professional Development</td>
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<td></td>
<td>Joint Public Relations &amp; Marketing Committees Meeting</td>
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<td>Red Panda SSP Informational Meeting</td>
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<td>2:00 PM – 3:00 PM</td>
<td>Tiger SSP/Tiger Conservation Campaign Update</td>
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<tr>
<td>2:00 PM – 4:00 PM</td>
<td>SAFE: Orangutan (Executive Session 2:00 PM – 3:00 PM)</td>
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<tr>
<td>2:00 PM – 5:00 PM</td>
<td>IMATA Animal Training Advisory Committee (ATAC) Training Workshops:</td>
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<tr>
<td></td>
<td>Advanced Training</td>
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<td></td>
<td>Training and Enrichment in the Modern Zoo</td>
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<td></td>
<td>Creating Quality Interpretations</td>
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<tr>
<td>3:00 PM – 4:00 PM</td>
<td>Madagascar Fauna and Flora Group</td>
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<td></td>
<td>Marine Mammal TAG – Beluga (Invite Only)</td>
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<tr>
<td></td>
<td>SAFE: Species with Recovery Hindered by Human-Wildlife Conflict:</td>
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<tr>
<td></td>
<td>American Red Wolf, Black-Footed Ferret, Asian Elephant</td>
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<tr>
<td>3:00 PM – 5:00 PM</td>
<td>Animal Health Committee</td>
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<td></td>
<td>Behavior SAG</td>
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<tr>
<td>3:30 PM – 4:30 PM</td>
<td>First Time Attendee Meeting</td>
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<tr>
<td>4:00 PM – 5:00 PM</td>
<td>Giant Panda Conservation Foundation (Executive Session 4:30 PM – 5:00 PM)</td>
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<tr>
<td></td>
<td>Monarch Butterflies as a Potential SAFE Species</td>
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<tr>
<td></td>
<td>SAFE: Diverse Species across an African Landscape: African Lion, Cheetah, and African Vulture</td>
</tr>
<tr>
<td>4:00 PM – 5:30 PM</td>
<td>Program Leaders Meeting</td>
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<tr>
<td>4:30 PM – 5:30 PM</td>
<td>Florida Association of Zoos and Aquariums (FAZA)</td>
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<td></td>
<td>SAFE: North American Songbirds</td>
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<tr>
<td>4:30 PM – 5:45 PM</td>
<td>Student Social</td>
</tr>
</tbody>
</table>

**AZA HEROES**

**Share Your Story**

Visit the AZA Heroes Corner outside of the exhibit hall Monday and Tuesday afternoons to tell YOUR story! AZA is made of incredibly passionate and talented members, and we want to film and share your experience. Stop by early on Monday to reserve your interview slot and avoid waiting in line.

*After the Conference, look for your story and more at fb.com/zoosaquariums*
In New Orleans, we know how to have a good time. Join us for an unforgettable Icebreaker, where we will give you a taste of our two favorite ways to celebrate our friends and our city: parades and festivals!

We will start the evening by parading our way to Audubon Aquarium of the Americas and Woldenberg Riverfront Park. (We know you’ve seen great parades, but have you ever actually BEEN the parade?) Parades in New Orleans always have a few things in common: we ALWAYS have great music, we ALWAYS have dancing, and passersby ALWAYS join in—so, don’t be surprised if the whole city stops to celebrate with us as we make our way through town.

Conference delegates should meet at the Hilton Riverside Hotel at 5:30 PM to form a second line walking parade from the hotel to the Icebreaker.

Our parade will end at 6:00 PM when the festival begins at Audubon Aquarium of the Americas plaza and Woldenberg Riverfront Park overlooking the Mississippi River—known to locals as the front porch of the city. The Park hosts some of the biggest festivals in New Orleans, and tonight the festival is all about joining our friends and colleagues to celebrate our successes caring for and saving species around the world.

Just like parades, festivals always have some things in common: we ALWAYS have great entertainment, we ALWAYS have great food and drinks, and we ALWAYS make new friends while connecting with old ones. Throughout the night, make sure you visit the festival tents to enjoy the foods and drinks that make New Orleans special. You won’t want to miss any of the fabulous entertainment we have planned, either!

From the Park, make sure you visit the Audubon Aquarium of the Americas, where the colors of the Great Maya Reef come alive in our clear walk-through tunnel, and our African penguins and southern sea otters are visitor favorites. Visit our Shark Discovery touchpool, feed a parakeet, and marvel at King Mydas, the giant green sea turtle, and some of the largest tarpon in human care in the 400,000-gallon Gulf of Mexico exhibit. You can even take a shot at helping save sharks from extinction in our new escape room experience. Aquarium staff look forward to sharing our stunning facility and the great work of our conservation programs, such as Coastal Wildlife Network, our marine mammal and sea turtle rescue program, and Gulf United for Lasting Fisheries (G.U.L.F), our sustainable seafood program.

The event will end at 9:00 PM and delegates can stroll their way into the French Quarter or follow their own path to wherever the magic of New Orleans takes you!

**Conference delegates are invited to join in the Icebreaker Kickoff Second Line!** Delegates will meet at the corner of Convention Center Boulevard and Poydras Street. See the parade route on page 13.

Those with limited mobility can take advantage of shuttle pick-up during the following times:

- Hampton Inn shuttle loading 5:40 – 5:50 PM
- Spring Hill Suites shuttle loading 6:00 – 6:10 PM
- Hilton Riverside shuttle loading 6:20 – 6:30 PM
- Arrival at Audubon Aquarium of the Americans 6:40 PM

Shuttles will loop between hotels and Audubon Aquarium of the Americas throughout the evening. Guests with limited mobility will have priority access and seating on the shuttle.
A MOMENT OF
CONSERVATION
LEADS TO
10,000 MORE

PGAVDESTINATIONS
A member of Audubon Aquarium of the Americas' endangered African penguin colony in its habitat.

© Audubon Nature Institute

PROGRAM SCHEDULE & SPECIAL EVENTS

MONDAY, SEPTEMBER 9

A member of Audubon Aquarium of the Americas' endangered African penguin colony in its habitat.

© Audubon Nature Institute
Thank you to the 70+ AZA institutions that helped “Protect the Pride” in celebration of Disney’s The Lion King. Because of you, we’ve been able to raise awareness and generate funding that will benefit the entire circle of life, from lions to hyenas to warthogs, and the communities who live alongside them. Since the release of Disney’s original The Lion King in 1994, the population of lions in Africa has decreased by half. Together we are helping the Wildlife Conservation Network’s Lion Recovery Fund and their vision to double the population of African lions in the wild by 2050. We thank you for being a part of our pride.

Disney.com/LionKingProtectThePride
#TheLionKing #ProtectThePride
MONDAY, SEPTEMBER 9

- Registration is open from 7:00 AM – 5:30 PM and located in Exhibit Hall F.
- The Exhibit Hall is located in Exhibit Hall F and is open 9:30 AM – 6:30 PM.
- All meetings and sessions are located in the New Orleans Convention Center and are open, unless otherwise noted in guide or outside of room.

7:30 AM – 8:00 AM  
Light Breakfast  
La Nouvelle Ballroom, Level 2

8:00 AM – 9:30 AM  
AZA and IMATA Opening  
General Session  
La Nouvelle Ballroom, Level 2

Sponsored By:

WELCOME TO NEW ORLEANS AND THE ANNUAL CONFERENCE!

AZA President and CEO Dan Ashe, and the IMATA Board President Kelly Flaherty Clark of Discovery Cove join the stage for the joint 2019 Annual Conference. L. Ron Forman also welcomes delegates to New Orleans on behalf of Audubon Nature Institute. They will be joined by the Chair of the AZA Board of Directors, Peggy Sloan, of John G. Shedd Aquarium.

Guest Speaker, Dr. Enric Sala, is a former university professor who saw himself writing the obituary of ocean life, and quit academia to become a full-time conservationist as a National Geographic Explorer-in-Residence. He is a marine ecologist who fell in love with the sea growing up on the Mediterranean coast of Spain. After obtaining a Ph.D. in ecology from the University of Aix-Marseille in France, Sala moved to the United States for ten years, where he was a professor at Scripps Institution of Oceanography. In 2006, Enric moved back to Spain to hold the first position on marine conservation ecology at the Spanish National Council for Scientific Research (CSIC), and in 2008 he became a National Geographic Fellow.

He founded National Geographic's Pristine Seas, a project that combines exploration, research, and media to inspire country leaders to protect the last wild places in the ocean. Scaling the work of Pristine Seas, Enric is currently leading the National Geographic Society's Last Wild Places initiative, which will support the protection of 30 percent of the planet by 2030, and the development of new business models for conservation.

Ken Ramirez helps to oversee the vision, development, and implementation of training education programs. Training, enrichment, and behavior management have become common place and more generally accepted in the zoological community. However, there are still applications and approaches to training that may not yet be mainstream. New advances in behavior management have increased animal choice and ultimately enhanced animal welfare. It is critical that animal care staff and animal managers understand how to approach training so that welfare is always the top priority. Additionally, zoos and aquariums have successfully contributed to many conservation projects using trained behaviors with animals in our care. But a growing trend is the use of remote training to aid in conservation projects taking place in the wild.

Ramirez has a veteran of animal care and training for more than 40 years. He has served as EVP of animal care and training at John G. Shedd Aquarium and is a biologist and behaviorist who has worked with many zoological organizations and dog programs throughout the world. He helped develop, and has been an instructor for, AZA’s Animal Training Applications course. He is past president of IMATA and has been active in various leadership positions within IMATA for over 30 years.
COMMITTEE AND ANIMAL PROGRAM MEETINGS

9:30 AM – 10:30 AM  Ethics Board (Executive Session)  340
9:30 AM – 5:00 PM  Reproductive Management Center (RMC) Help Desk  Level 3 Lobby
9:30 AM – 5:30 PM  Population Biology Meeting (Executive Session)  341
10:00 AM – 5:30 PM  North American River Otter SSP Planning Meeting  353
12:00 PM – 1:30 PM  Ask the Accreditation Commission  Exhibit Hall Roundtable #6
12:00 PM – 2:00 PM  Committee Chairs Meeting  340
12:00 PM – 2:00 PM  Diversity Committee  Exhibit Hall Roundtable #1
12:00 PM – 2:00 PM  FrogWatch USA Chapter Coordinators  Exhibit Hall Roundtable #5
12:00 PM – 2:00 PM  Next Level Leadership  Exhibit Hall Roundtable #3
12:00 PM – 2:00 PM  USFWS Wildlife Trafficking CSI Program Curriculum  Exhibit Hall Roundtable #7
12:30 PM – 2:00 PM  WZAM3 Updates  Exhibit Hall Roundtable #4
1:00 PM – 3:00 PM  Earth Day Network - Opportunities for AZA Members to Participate in the 50th Anniversary of Earth Day  Exhibit Hall Roundtable #8
2:00 PM – 5:30 PM  Masai and Generic Giraffe SSP Planning Meeting  340

SYMBOL KEY
This program track key will help you identify the primary professional interest for each session. Attendees are encouraged to review all sessions for specific interests and learning opportunities.

Conservation
Development/Fundraising & Membership
Education
Public Relations & Marketing
Trends & More
Volunteer & Intern Engagement
AZA-Florida Reef Tract Rescue Project:
Rescuing Reef-ugees from the Florida Reef Tract

The Florida Reef Tract (FRT) stretches 360 linear miles from Port St. Lucie, Florida to the Dry Tortugas. It is in our backyard and is in severe ecological crisis. Since 2014, an as yet unidentified tissue loss disease has swept the FRT. This unprecedented disease outbreak has affected more than 55% of the stony coral species in Florida and many corals have sustained between 50% – 90% reduction in abundance. It is expected in a very short time, one third of coral species on the FRT will become ecologically extinct, leaving nothing but a few relic corals on the reef. In response, the State of Florida and NOAA, along with many partners, have assembled the Florida Coral Rescue Team to plan and execute a rescue to preserve the genetic diversity and provide source stock for future restoration of the remaining healthy corals. AZA member institutions have been part of the FRT rescue plan since late 2018. The Plight of Coral REEF-ugees. It’s an environmental crisis. It’s in our own backyard, and AZA is doing something about it. How will you help?

Moderator: Beth Firchau, AZA-FRTRP Coordinator, Association of Zoos and Aquariums

REEF-ugees Rescue Warmup
• Roger Germann, President & CEO, The Florida Aquarium

Saving Corals in Iowa...Wait, What?
• Wendy Scardino, Director of Marketing and Communications, National Mississippi River Museum and Aquarium

Aquariums Making a Difference, One Coral at a Time
• Nikki Grandinetti, General Curator, Adventure Aquarium

The Global Coral Crisis
• Jennifer Moore, Protected Coral Program Manager, NOAA

Local Devastation and Response
• Sarah Fangman, Sanctuary Superintendent, Florida Keys National Marine Sanctuary

Addressing an Environmental Crisis in our Own Backyard
• Lisa Gregg, Programs and Policy Coordinator, Florida Fish and Wildlife Conservation Commission

It Takes a Village: The Collaborative Rescue of Florida Reef Tract REEF-ugees
• Beth Firchau, AZA-FRTRP Coordinator, Association of Zoos and Aquariums

REEF-ugee Rescue Recap
• Steve Olson, Senior VP, Government Affairs, Association of Zoos and Aquariums

Context Dependent Welfare Assessments
Following the adoption of AZA Standard 1.5.0, many zoos and aquariums are working diligently to develop comprehensive animal welfare assessment plans and processes for the species in their care. As many institutions use many different tools, we intend to outline a process that highlights evidence and outcome based assessment tools that can be applied depending on the specific condition an individual or species is faced with. Rather than simply highlight the tools, it is our intention to treat this program as a capacity building exercise by basing all of the approaches on a single set of guiding principles.


Event Based Assessments: Animal Transfers, Concerts, and Management Changes
• Dr. Lance Miller, Vice President of Conservation Science and Animal Welfare Research, Chicago Zoological Society – Brookfield Zoo

Population Assessments: Group Assessments, Scheduling and Tracking Across Lifetime
• Beth Posta, Curator of Behavioral Husbandry, Toledo Zoo

Specialty Care Assessments: Unique Conservation Breeding Programs
• Louisa Radosevich, Research Associate, San Diego Zoo Global

End of Life Assessments: Measuring the Quality of Experience
• Dr. Jason Watters, Vice President of Wellness and Animal Behavior, San Francisco Zoological Society
CONCURRENT SESSIONS 10:30 AM – 12:00 PM (continued)

10:30 AM – 12:00 PM

**Creating A Win-Win Partnership With Sponsors**

Many AZA accredited zoos and aquariums rely on corporate sponsors to support exhibits, events, programming and general operations. While the support provided by these sponsors is necessary, it is often met with resistance both internally and externally. The purpose of this session is to highlight various examples of how zoos and aquariums are able to successfully, and sometimes unsuccessfully, work with corporate sponsors to create a win-win partnership. Hot topics will include: controversial sponsorship categories, does money trump brand alignment, sponsorship deliverables, and more.

**Moderator:** Jeff Dow, Director of Partnership Marketing, Association of Zoos and Aquariums

**Fostering the Ideal Sponsor: Success Story Case Studies**
- Karen Monahan, Director of Marketing and Strategic Communications, South Carolina Aquarium
- Maggie Roudsari, Assistant Director of Advancement, South Carolina Aquarium

**Increase Publicity, Awareness, and Funds with Successful Sponsorships**
- Jessica Fontana, Senior Director of Communications and Marketing Events, Georgia Aquarium

**Sponsors – Where Do You Start? What is the Right Fee to Charge? What Are Sponsors Looking For?**
- Pete Fingerhut, VP of Marketing and Sales, Columbus Zoo and Aquarium

**Sponsorships: Categories, Integration, and Deliverables**
- Kevin O’Brien, Director, Corporate Partnerships, Greater Los Angeles Zoo Association

**Behind the Numbers of Cause Partnerships: Proven Tactics to Enhance Your Corporate Partnership Sales Success**
- Michele Egan, Vice President, For Momentum

10:30 AM – 12:00 PM

**Inspiring the Next Generation of Conservation Heroes**

Engaging the public in our conservation work is an essential step to inspiring the next generation of conservation advocates and heroes—continuing the preservation of global biodiversity for generations to come. It is also a vital piece to shifting the public’s perception of the purpose of modern zoos and aquariums. Join us for examples of current and past programs that invite the public in as equal participants in envisioning a world where all people respect, value and conserve wildlife and wild places.

**Moderator:** Claire Lannoye-Hall, Curator of Education, Detroit Zoological Society

**Inspiring the Next Generation of Conservation Heroes in Papua New Guinea**
- Dr. Lisa Dabek, Director of the Tree Kangaroo Conservation Program and Senior Conservation, Woodland Park Zoo

**Sunsets in the Swamp: Engaging Adults in After-hours Conservation Programming**
- Trevor Mia, Curator of Education, St. Augustine Alligator Farm Zoological Park

**Conservation through Citizen Science**
- Carrie Bassett, STEM and Curriculum Coordinator, Akron Zoological Park

**Engaging Youth in Sustainable Action**
- Danielle Ross, Vice President of Conservation Education and Engagement, Columbus Zoo and Aquarium

**Ending Extinction through Guest Engagement**
- Nicki Boyd, Associate Curator of Behavioral Husbandry, San Diego Zoo

**Generation Conservation**
- Josh Dodson, Interpretation Manager, Indianapolis Zoo

**Conservation Discovery Corps**
- Jackie Westlein, Associate Curator of Education, Connecticut’s Beardsley Zoo

**Conservation through Community Service**
- Claire Lannoye-Hall, Curator of Education, Detroit Zoological Society
On The Boards
Exhibits need to respond to today’s challenges of animal welfare, real conservation initiatives and rising visitor expectations. This session offers a preview of how designers and institutions are approaching these issues, through visitor experiences, added value revenue generation, nature based play, and “on exhibit” animal management practices. Each project will be presented by designers and institution representatives, to offer both perspectives. The session includes both zoo and aquarium exhibits, representing a wide range of sizes and construction budgets.

Moderator: Keith McClintock, Principal, Studio Hanson|Roberts

**Primate Canopy Trails**
- David McGuire, Vice Principal, Architecture and Planning, Saint Louis Zoo
- Amy Niedbalski, Director, Conservation & Audience Research & Evaluation, Saint Louis Zoo

**Southeastern Raptor Center (SRC)**
- Andrew Hopkins, Assistant Director, SRC, Auburn University
- Ace Torre, President, Torre Design Consortium, Ltd.

See Them. Save Them. Integrating Houston Zoo’s Brand and Master Plan
- Lee Ehmke, President & CEO, Houston Zoo
- Jason Hill, Principal, Studio Hanson|Roberts

**Adventure Cove Columbus Zoo and Aquarium**
- Suzi Rapp, Vice President of Animal Programs, Columbus Zoo and Aquarium
- Pat Janikowski, Principal, PJA Architects & Landscape Architects, P.S.

**Oregon Coast Aquarium- Renovation & Expansion Project**
- Carrie Lewis, President & CEO, Oregon Coast Aquarium
- Steve Dangermond, Principal, Dangermond Keane Architects
- Julie Hartunian, Design Director, Lyons Zaremba Associates

**Zoo Miami’s Conservation Action Center**
- Carol Kruse, Director, Zoo Miami
- Julie Klumb, Zoo Graphics and Exhibitory Manager, Zoo Miami

**Crossroads of Conservation The Living Desert Zoo and Gardens**
- Allen Monroe, President/CEO, The Living Desert Zoo and Gardens
- Craig Rhodes, Vice President and Studio Lead, GLMV Architecture, Inc

Small and Mighty - Building Powerful Conservation Action at Small Zoos and Aquariums
Small zoos and aquariums are challenged with making a measurable impact on conservation science, as required by accreditation standards. However, small budgets and staffs mean this challenge can often feel incredibly overwhelming and not achievable. Should your facility focus on your own backyard, selecting local projects only? Should you focus on one or two approaches, or spread your impact across many options? We’ll explore several small AZA accredited and non-accredited facilities’ approaches to conservation programming at their zoos and aquariums to offer implementable ideas for organizations of all sizes and resources. Bring questions, or share your own solutions to implementing conservation!

Moderator: Stacey Ludlum, Founder & Principal Planner, Felis Consulting

Walking in the Conservation Footsteps of Large Organizations: Making our Footprint Count When We Have Big Shoes to Fill
- Bob Cisneros, Director/Curator, Big Bear Alpine Zoo

Making Waves, The Butterfly Effect
- Ed Mastro, Interim Director, Cabrillo Marine Aquarium

Zoo Boise Conservation Fund: Turning the Act of Visiting a Zoo into a Conservation Action!
- Gene Peacock, Director/Superintendent/Senior Manager, Zoo Boise

Small Zoo, BIG Impact
- Sue Wahlgren, Director, Cosley Zoo

continued
**Tails from the Front: How to Reel In Major Gifts**

Seeking to transform your zoo or aquarium? Hear inspiring stories about securing transformational gifts from a panel of seasoned professionals. Learn how to identify your best prospects, how to get meetings, how to frame your strategic initiatives in compelling ways, and how to raise more money than you ever thought possible. They will address the cycle of identification, cultivation, stewardship and solicitation and how to utilize staff and board leadership to maximize your results.

**Moderator:** Christine Zrinsky, Senior Vice President for Development, Lincoln Park Zoo

**Panelists**
- Cynthia Holter, Senior Vice President, Saint Louis Zoo
- Pamela Holtz, Vice President and Chief Development Officer, Akron Zoo
- Sara Greene, Director of Development Partnerships, League of Conservation Voters
- Gina Rodriguez, Chief Development Officer, John G. Shedd Aquarium

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**Time to Change: Creating an Inclusive Guest Culture to Meet Rapidly Changing Demographics**

Zoos and aquariums play an important role within their communities as leaders in conservation, environmental education, animal care, and family fun. However, just as important as this ability to lead is the willingness and agility to adjust to their community’s needs. As visitor demographics, habits, and expectations change, what are zoos and aquariums doing to meet these new audiences?

The goals of this session are to outline some of the research regarding the changing trends in visitor demographics while exploring the actions that several institutions are taking to engage communities in new and unique ways.

**Moderator:** Dean Watanabe, Chief Conservation Education Officer, Fresno Chaffee Zoo

**Voice of the Visitor: Changing Demographics for Leisure Attractions**
- John Kemper, Vice President, PGAV Destinations

**How Welcoming are Cultural Institutions?**
- Dr. Robert Davis, Principal Officer, DRMD Strategies, LLC

**Engaging Local Communities to Create Authentic Connections**
- Dean Watanabe, Chief Conservation Education Officer, Fresno Chaffee Zoo

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**Learning from our Elders**
- Grant Spickelmier, Curator, Oregon Zoo

**Different Ways of Knowing from Beginning to Opening**
- Dr. Jo-Elle Mogerman, Zoo Director – North Campus, Saint Louis Zoo

**Aquarium Connections are Just the Beginning**
- Darcie Larson, Community Engagement and Inclusion Manager, Seattle Aquarium

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**Trends in Volunteering – 2018 Volunteer Benchmarking Survey**

Volunteer programs at AZA accredited organizations grow and evolve to meet the ever changing role of volunteers. This session will review the results of the 2018 Volunteer Management Committee’s Benchmarking Survey (the last year where full data is available), discuss changes in volunteer programs from the 2017 Benchmarking Survey, and review the trends in the volunteer community using data from each of the seven years of survey data available. Finally, using a unique calculating tool, participants will be able to determine how their program compares to other AZA programs.

**Moderator:** Andrew Schucker, Senior Operations Manager, Volunteer Services, San Diego Zoo Safari Park

**Review of Survey Results**
- James Bluher, Volunteer Services Manager, Cleveland Metroparks Zoo
- Toy Lambeth, Volunteer Services Coordinator, North Carolina Zoo

**Trends in Volunteering at AZA Organizations**
- Natali Rodgers, Senior Manager of Education, Kansas City Zoo
- Bricken Sparacino, Manager of Live Interpretation, Wildlife Conservation Society
Trends in Zoo and Aquarium Food Service

For a majority of AZA institutions, food service is one of the top earned revenue sources and a vehicle to continue the institutions conservation message and enhance the guest experience. During this presentation you will hear from a wide variety of food service professionals representing a variety of institutions, both small and large and in-house and third party vendors. The following themes will be discussed:

What methods are used to drive revenue? How are you enhancing the guest experience? What steps are you taking to parallel the institution’s conservation message? What food options have you incorporated for today’s more discriminating and health conscious guests?

Moderator: Douglas Rickenbach, Chief Operating Officer, Naples Zoo

Driving Experience and Revenue in Zoo’s Food Program

• Eric Loyall, Chief Operating Officer, SSA on behalf of Cincinnati Zoo, Riverbanks Zoo & Houston Zoo
• Travis Kight, Chief Culinary Officer, SSA

San Diego Zoo Food Service Overview

• Michelle Pierce, Director Retail Operations, San Diego Zoo Global

Sustainability Measures Taken at National Aquarium

• Dale Schmidt, Executive Vice President/Chief Operating Officer, National Aquarium
• Michael Barrett, Regional Vice President, Sports & Leisure North America Centerplate, a Sodexo Company on behalf of National Aquarium

Data & Analytics, Marketing, Sustainable Measures and Celebrity Chefs

• Nick Gillett, Business Development team, Levy on behalf of Kansas City Zoo

Guest Experience, Cost of Goods Control, Profitability and Sustainable Practices

• Jerry O’Connor, Director, Business Development, Aramark Sports & Entertainment on behalf of OdySea Aquarium

From China to Columbus and Beyond

Wouter Stellaard, Animal Programs Training Director, Columbus Zoo and Aquarium

Who Am I? Trainer Recognition through Behavioural Association with South American Sea Lions (Otaria flavescens) and Pacific Bottlenose Dolphins (Tursiops truncatus) at Dolphin Adventure

• Abigail Wood, Marine Mammal Specialist, Dolphin Adventure

Graduating with Honors: Training an Aggressive Sea Lion for Interactive Programs

• Kristine Funk, Assistant Curator of Sea Lions and Birds, Coral World Ocean Park

Making Connections and Invoking the Purity of our Relevance Today

• Madelynn Hettiger, Manager, Marine Mammals, John G. Shedd Aquarium

Exhibit Hall Lunch

Join colleagues in the Exhibit Hall for lunch and a chance to meet with product and service providers to the zoo and aquarium community. Browse items in the Silent Auction and mark your bids.
CONCURRENT SESSIONS 2:00 PM – 3:30 PM

2:00 PM – 3:30 PM  IMATA Formal Presentations – Training & Legislation
Exhibit Hall E

A Politician, an Activist, and an Animal Ambassador Walk into a Room
• Lauren Conigliaro, Senior One Animal Ambassador, Discovery Cove

Animal Training Revisited
• Satoru Yamamoto, Representative Director, Incorporated Association Marine Mammal Education Center Japan

There’s a Me in Team: Creating Individual Investment with a Rotating Staff
• Kelly Boghossian, Animal Supervisor, Central Park Zoo, Wildlife Conservation Society

Classical Conditioning and How it Assists us to Problem Solve in our Programs
• Gabrielle Harris, Curator of Animal Welfare & Behaviour Management, South African Association for Marine Biological Research

2:00 PM – 3:30 PM  Best of RAW (Regional Aquatics Workshop)

The Regional Aquatics Workshop is one of the largest gatherings of public aquarium professionals in the United States. RAW 2019 was hosted by the Columbus Zoo and Aquarium. Ten presentations were selected as the Best of RAW; indeed they highlighted the best of what the RAW experience can provide attendees.

Moderator: Dee Murphy, Curator of Aquatic Husbandry, Audubon Aquarium of the Americas

Thinking Outside the Aquarium: Taking an Interdisciplinary Approach to Animal Husbandry
• Lauren Harper, Aquarium of the Pacific

Visualizing Sand Tiger Shark (Carcharias taurus) Space Use in Aquariums using ZooMonitor and ArcGIS
• Nancy Pham-Ho, Researcher, Florida Institute of Technology Vero Beach Marine Laboratory

Design and Testing of a Self-Contained, Wirelessly Monitored and Controlled, Automated LSS System for the Transport of Large Teleosts and Elasmobranchs
• Kevin Curlee, Assistant Animal Operations Manager, The Sea

Not a Fluke! Eliminating Neobenedenia sp. From a Group of Wild Caught Pacific Fish in Quarantine
• Rachel Moote, New England Aquarium

Using Novel Behavior Training to Increase Visitor Impact
• Michelle Benedict, Dolphin Quest

Duped by a Fish: Livebearing Adventures in Larval Rearing of the Black Brotula, Stygnobrotula latebricola
• Allison Waltz-Hill, New England Aquarium

Parthenogenesis in the Epaulette Shark (Hemiscyllium ocellatum)
• Sarah Tempesta, New England Aquarium

Chambering the Chambered Nautilus: Raising Nautilus Pompilius Hatchlings in Pressure Chambers
• Ellen Umeda, Aquarist II, Monterey Bay Aquarium

Renovating a Two-Decade-Old Artificial Reef
• Lauren Harper, Aquarium of the Pacific

2:00 PM – 3:30 PM  Global Species Management Plans: An All-Encompassing View of Animal Conservation

What is a Global Species Management Plan? Find out how individuals and institutions are coming together across the world to create global, comprehensive conservation plans for species threatened with extinction. As an example, discover how education and awareness campaigns play a vital role in the Action Indonesia GSMP in Indonesia, Europe and the US.

Moderator: Julia Klumb, Action Indonesia Education Working Group, Zoo Graphics and Exhibits Manager, Zoo Miami

Introduction of Global Species Management Plans
• Kristine Schad Eebes M.S., Director, AZA Population Management Center at Lincoln Park Zoo

Introduction of International Studbooks and GSMP’s
• Joe Barkowski, Vice-President of Animal Conservation & Science, Tulsa Zoo

Action Indonesia GSMP, Education Working Group
• Jamie Jackson, Youth Development Coordinator, Audubon Zoo

Banteng GSMP
• Steve Metzler, Henshaw Curator of Mammals, San Diego Zoo Safari Park

Anoa GSMP
• John Andrews, Population Biologist, AZA Population Management Center, Lincoln Park Zoo

Babirusa GSMP
• Joe Forys, Curator of Large Mammals, Audubon Zoo

Laughing Thrush GSMP
• Mark Myers, Curator of Birds, Woodland Park Zoo
2:00 PM – 3:30 PM
How to Change Membership Prices
Learn how to tackle a significant price change utilizing best practices that will produce revenue and results. Each panelist will walk through the what, why, and how of their price change process. They will cover research practices, how to navigate internal and external challenges, strategies used to launch the price change, and important lessons learned.

Moderator: Alyssa Pacaut, Senior Manager of Membership, Aquarium of the Pacific

New Wing, New Prices
• Alyssa Pacaut, Senior Manager of Membership, Aquarium of the Pacific

Change Comes from Within
• Christine Alexander Davenport, Associate Director, Membership and Development Systems, Oregon Zoo Foundation

Slow and Steady Price Increases
• Kimberly Moore, Director of Membership, Chicago Zoological Society – Brookfield Zoo

Overcoming Internal Doubt to Change Prices
• Jacqueline Zassick, Manager of Members and Donors Services, Cleveland Zoological Society

Opportunity for Great Change
• Janet Wesley, Director of Marketing, Jacksonville Zoo and Gardens

2:00 PM – 3:30 PM
Volunteer coordinators have found a variety of ways to transform volunteers into mission ambassadors. Volunteers exponentially increase an organization’s ability to expand guests knowledge, spark compassion and curiosity, and encourage personal actions that positively impact our natural world. How do we ensure our volunteers are on message and are genuinely connecting to our guests? Do the messages and strategies we arm our volunteers with result in the desired impact? At this session we will explore these questions and share stories of tackling the delicate subject of volunteer evaluations and volunteer/program impact measurement. We’ll differentiate between performance measurement and program evaluation, share scalable evaluation methods you can replicate and give tips on who and how to share your findings.

Moderator: Jahnine Spaulding, Manager, Public Programs Volunteers, California Academy of Sciences

Performance Measurement & Program Evaluation
• Nette Pletcher, Founder, Beez Kneez Creative

2:00 PM – 3:30 PM
Maximizing Your Conservation Impact by Fostering the Integration of Conservation Into Your Culture
Organizational behavior research shows that we’re more effective when we integrate goals throughout our organization, rather than goals being an “add-on initiative.” We all have conservation impact as a goal, and a number of AZA members have seen positive results from fostering the integration of conservation across their organizational culture. But is conservation culture the norm? Recent research shows that many zoo and aquarium staff do not feel fully connected to their organization’s conservation efforts. Fostering conservation cultures is a SAFE metric. This session will include discussions and breakout sessions with AZA leaders to gather input on proposed tools/training.

Moderator: Dr. Jackie Ogden, Retired, Vice President, Disney’s Animals, Science and Environment, Walt Disney Parks and Resorts

Conservation Culture Assessment: Where Are We Now, and Where Are We Going?
• Dr. Wei Ying Wong, Vice President, Learning & Innovation, Woodland Park Zoo

Houston Zoo’s Conservation Culture – Demonstrated Results: How a Conservation Culture can be Revealed and Tracked and Tools that can be Used to Enhance it
• Renee Bumpus, Senior Director, Wildlife Conservation Programs, Houston Zoo

Panel Discussion: Lessons Learned Revealing and Fostering a Culture of Conservation
• Laura Martina, Chief People Officer, Fresno Chaffee Zoo
• Doug Piekacz, President, Akron Zoo
• Bill Street, Senior VP of Conservation, Education & Life Sciences, Indianapolis Zoological Society, Inc.
• Cynthia Vernon, Chief Operating Officer, Monterey Bay Aquarium
• Keith Winsten, Executive Director, Brevard Zoo

More Than Skin Deep – Lessons Learned from One Program’s Efforts to Measure Volunteer Impact on the Mission
• Rosie Mangan, Public Programs Volunteer Daily Operations Supervisor, Steinhart Aquarium
• Jahnine Spaulding, Manager, Public Programs Volunteers, California Academy of Sciences

Volunteer Evaluation to Scale
• Fran Mast, Research and Evaluation Associate, John G. Shedd Aquarium
• Lisa Ostrego, Director of Guest Engagement, John G. Shedd Aquarium
2:00 PM – 3:30 PM

**Partners, Partners, Partners**

Given dwindling federal resources (human and financial), now is the opportune time for zoos and aquariums to establish and implement meaningful collaborations with federal agencies. This session will explore the numerous opportunities available to partner at a federal level. Representatives from federal agency partners and AZA institutions will highlight existing and future collaborations.

**Moderator:** Steve Olson, Senior VP, Government Affairs, Association of Zoos and Aquariums

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2:00 PM – 3:30 PM

**Putting the Science in Social**

Social media is both an art and a science, and one of the primary ways in which we engage with audiences outside of our facilities. In this panel, we will discuss how common approaches to social media are backed by social science research on how our audiences learn and process information. By matching experts in social media with experts in the social sciences, we will be able to blend theory with practical examples from our field and tackle important and occasionally controversial topics such as anthropomorphism and the use of humor.

**Moderator:** Dr. Kathayoon Khalil, Conservation Impact Manager, Oregon Zoo

**An Infinite Jest**
- Shervin Hess, Digital Media Specialist, Oregon Zoo
- Dr. Joe Heimlich, Director of Research, COSI

**Dirty Words**
- Dr. Kathayoon Khalil, Conservation Impact Manager, Oregon Zoo
- Patrick Webster, Social Media Content Creator, Monterey Bay Aquarium

**Other Duties As Assigned**
- Stephanie Arne, Host, Wild Kingdom, Founder, Creative Animal Foundation
- Dr. Joy Kubarek, Senior Research Associates, PEER Associates

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2:00 PM – 3:30 PM

**Relevance and Empathy as Common Ground for Effective Community Engagement**

AZA members hold a responsibility to advance conservation action. We must take the time to ask: How do zoos and aquariums connect with community members in a way that is relevant? How can this relevance in turn foster empathy for animals and the natural world? It’s not easy to stop, ask, and listen in a time of urgency, but this is where we must start: listening and co-creating with our community on what is means to take conservation action together.

**Moderator:** Julia Petersen, Senior Director of Programs, Zoological Society of Milwaukee

**Going on a Sea Journey? Don’t Forget to Pack Partnerships and Empathy!**
- Jeff Dillon, Senior Education Manager, Alaska SeaLife Center

**Fostering Respectful Community Partnerships**
- Craig Standridge, Conservation Engagement Coordinator, Point Defiance Zoo & Aquarium

**How Building “For” Led to Building “With”: Empathy and Its Impact on Our Approach to Community Engagement**
- Samantha Martinson, Manager, Innovation & Engagement, Zoological Society of Milwaukee

**It’s Not About You or the Zoo**
- Dana Murphy, Vice President, Learning and Community Engagement, Lincoln Park Zoo

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2:00 PM – 3:30 PM

**Successful In-House Retailing in the Non-Profit World – Connecting Conservation to Commerce to Drive your Margins**

Retail professionals from AZA accredited institutions will present methods for driving profits while supporting and furthering the mission of their institutions. Subjects include: Single-Use Plastic Reduction: How Retail Can Lead the Way in Your Institution; Anthropological Conservation Products and How They Impact the World; Change$ for Conservation: Engaging Your Frontline Staff in Conservation Fundraising; Selling the Story: Creating a Profitable Conservation-minded Retail Space; What In-House Retail Contributes to Your Organization. Join our discussion of how in-house retail benefits and supports your institution.

**Moderator:** Judy Rancour, Director of Retail Operations, Saint Louis Zoo

**Change$ For Conservation: Engaging Your Frontline Staff in Conservation Contributions**
- David Whitaker, Director of Retail Operations, North Carolina Zoological Park
CONCURRENT SESSIONS 4:00 PM – 5:30 PM

**IMATA Formal Presentations – Dolphins**

- **Matched-to-Sample Utilizing the Passive Reception of Echoes in a Bottlenose Dolphin**
  - Katie Christman, Marine Mammal Trainer, National Marine Mammal Foundation

- **Jenna and the Jett: Conditioning a Bottlenose Dolphin with a History of Undesirable Behavior to do Interactive Programs**
  - Edgar Urbina, President Animal Care Department, Gulf World

- **Evaluating Bottlenose Dolphin (Tursiops truncatus) Candidacy for Translocation to a Natural Environment**
  - Kerry Diehl, Assistant Curator of Dolphin Discovery, National Aquarium

**Aquarium Collection Management: Perception, Reality, New Reality – A Timely Discussion**

This panel guided session will create an environment for a productive and positive discussion on the current and emerging realities of public aquarium animal collection acquisition and management. Panelists with diverse experience in wild animal acquisition and husbandry, assessing and addressing public perception and the regulatory permitting process will help frame an open dialogue amongst the participants. We will focus on how we can, and must do our absolute best to create responsible, sustainable, transparent animal management practices to meet our own standards and the expectations of our visitors, and better communicate those realities to our stakeholders.

**Moderator**: Greg Whittaker, Animal Husbandry Manager, Moody Gardens

**Panelists**

- Ben Daughtry, Director, Aquarium Encounters, Dynasty Marine Associates Inc.
- Beth Firchau, AZA-FRTRP Coordinator, Association of Zoos and Aquariums
- Lisa Gregg, Programs and Policy Coordinator, Florida Fish and Wildlife Conservation Commission
- Rob Vernon, Senior VP, Communications and Marketing, Association of Zoos and Aquariums
- Sandra Trautwein, Vice President of Husbandry, Aquarium of the Pacific
- Jane Davis, Animal Operations Manager, Walt Disney World – The Seas

**Anthropological Conservation: How your Retail Choices Impact the World**

- Tommy Brown, Conservation Goods Buyer, Saint Louis Zoo

**Selling the Story: Creating a Profitable, Conservation Minded Retail Space**

- Melinda Greene, Kansas City Zoo

**Reducing Single Use Plastic: How Retail Can Lead the Way in Your Institution**

- Judy Rancour, Director of Retail Operations, Saint Louis Zoo

**Bringing It Home: What In-House Retail Contributes to Your Organization**

- Ross Beardsley, Director of Retail Operations, Santa Barbara Zoo

**AZA Directors’ Meeting**

Open to institution directors of AZA-accredited and AZA-certified related facilities only. The meeting will provide updates on shared priorities and key AZA initiatives.
CONCURRENT SESSIONS 4:00 PM – 5:30 PM (continued)

4:00 PM – 5:30 PM  339
Communicating with One Voice: Aligning Messaging Across Your Organization

Imagine a world where your marketing, social media, interpretive signage, keeper talks, and camp curriculum all had coordinated messaging! How can you go about aligning all the silos so everyone is on message? This session will explore some strategies for both getting buy-in for coordinated messaging, but practical ways to implement as well. We’ll hear from marketing, communications, and education managers on how to make it all work.

**Moderator:** Krista Swan, Marketing & Communications, Oregon Zoo

- **How to Stay Connected and Develop Engaging, Quality Content with Your Frontline Co-workers**
  - Rachel Wright, Public Relations and Social Media Manager, Cheyenne Mountain Zoo

- **Breaking Down Silos – Case Study for Getting All Players on the Same Page**
  - Krista Swan, Marketing & Communications, Oregon Zoo

- **Coordinating Style, Brand and Graphics to Create a Consistent Voice**
  - Ginnie Westmoreland, Director of Marketing, Saint Louis Zoo

- **Using Your Outside Voice Inside**
  - Grant Spickelmier, Curator, Oregon Zoo

- **Who Are You? Using a Brand Audit to Align Messaging**
  - Lochlan Wooten, Chief Marketing Officer, Riverbanks Zoo and Garden

4:00 PM – 5:30 PM  347
Empowering our Youth: Giving Passion a Platform

Youth volunteers engage millions of AZA visitors in environmental action every year. Imagine their influence on conservation if they could combine their efforts and connect their projects and initiatives across our facilities. Join us as we share our successes in youth engagement, learn about new opportunities for advocacy and campaigning, and discuss how we can better support our teens by bringing them together to amplify their efforts and make a bigger impact on the world around them. We will break out into small groups to share ideas and collaborate to create a more dynamic network for staff working with youth.

**Moderator:** Stephanie Joseph, Curator of Education, New York Aquarium/Wildlife Conservation Society

- **Youth Advisory Council: Lessons Learned in Our First Year**
  - Shareen Knowlton, Director of Education, Roger Williams Park Zoo

- **Maximizing Conservation Impact through Youth Leadership and Networking**
  - Baylee Ritter, Youth Coordinator, The Ocean Project

- **Bringing Together Aquarium Youth from Across North America**
  - Lauren Gibson, Youth Engagement Lead, NOAA Office of Education

- **Advocacy beyond the Aquarium: Amplifying the Youth Voice**
  - Stephanie Joseph, Curator of Education, New York Aquarium/Wildlife Conservation Society

- **Connecting Youth to Develop Conservation Leaders**
  - Jamie Jackson, Youth Development Coordinator, Audubon Zoo

4:00 PM – 5:30 PM  342
Federal Endangered Species Recovery Challenge Grants and AZA-accredited Zoo and Aquarium Collaborators: Will You Get Your Share of these Conservation Action Funds?

If your institution has an endangered species recovery program in collaboration with USFWS or a state agency, you can’t afford to miss this session! Conservation funding to support recovery actions for threatened and endangered animals in the United States and its territories has increased. Many AZA members do not know about these funding opportunities, available for effective collaborations between federal and state agencies and AZA member institutions. This session will feature reviews of the importance of these critical collaborations, the current national outlook for increased federal funding for these collaborative activities, and how to access these funds.

**Moderator:** Dr. Don Moore, Director, Oregon Zoo

- **History and Future of the Recovery Challenge Grant Program**
  - Michael Mace, Corporate Director of Animal Collections, San Diego Zoo Global

- **Creative Conservation through Collaboration: Examples of Successful Challenge Grant Funding**
  - Emily Weller, Captive Propagation and Release Coordinator, U.S. Fish and Wildlife Service, SE Region

- **Federal and State Funding Opportunities on the Rise: AZA Member Opportunities to Find Collaborative Conservation Funding**
  - Steve Olson, Senior VP, Government Affairs, Association of Zoos and Aquariums
4:00 PM – 5:30 PM

Generating Revenue: Building Brand and Mission through Special Events

AZA members have been successful in developing events that generate additional attendance and revenue. A few of the events that will be discussed have been successful in attracting nontraditional guests such as young professionals, empty nesters, etc. regardless of the size of your institution—this 90-minute session has something for everyone.

Moderator: Tim Savona, Director of Revenue and Guest Services, Cleveland Metroparks Zoo

October Brew at the Zoo & Wine Too
- Linda Falk, Chief Administration Officer, Kansas City Zoo

Night Eyes – A Merry Not Scary Halloween Event
- Anne Shimerdla, President and Chief Operating Officer, Blank Park Zoo

Snow Leopard Festival
- David Velazquez, Director of Business Operations, Santa Barbara Zoo

Asian Lantern Festival
- Sam Cario, GM of Special Events and Experiences, Cleveland Metroparks Zoo

Third Party Partnerships/Swedish Fish
- Kari Goetz, Vice President of External Relations, The Florida Aquarium

4:00 PM – 5:30 PM

Little Kids, Big Impact! Early Childhood Learning Outcomes at Zoos and Aquariums

In recent years, zoos and aquariums have expanded their learning opportunities for toddler and preschool audiences. However, traditional zoo and aquarium conservation learning outcomes focused on behavior change and raising awareness of wildlife conservation issues may not be the best fit for early childhood learners. Instead, outcomes focusing on nature connectedness, social-emotional learning, health, and empathy may be more appropriate for early learners. This session will examine early learning programs at four geographically and audience-diverse zoos and aquariums, with a particular focus on identifying outcomes appropriate for this audience.

Moderator: Dr. Brian Johnson, Senior Research Associate, PEER Associates

Let’s Grow! Opportunities, Challenges and Creative Partners in Growing by a Factor of 10 in 5 Years
- Stacy McReynolds, Vice President of Education, San Antonio Zoo and Will Smith Zoo School

Uncovering Compassion: Exploring Social-Emotional Learning in a Zoo Preschool
- Kim Allgeier, Curator of Conservation Education, Louisville Zoo

How a Nature-Based Preschool Can Meet Your Zoo’s Mission
- Laura Seger, Manager of Learning Experiences, Saint Louis Zoo

Evaluating Head Start Programming at the Monterey Bay Aquarium
- Chris Parsons, Principal, Word Craft

4:00 PM – 5:30 PM

Spreading the Love through Transparency – Animal Care and Welfare Messaging to Donors, Members and All Visitors

Grab hold of the new AZA animal welfare standards and learn how to message animal care to your donors, members and all visitors. Build a transparent messaging strategy that educates not only your visitors, but also those who are not zoo or aquarium fans. Learn to celebrate the birth, deaths, surgeries, root canals and any of the wonderful animal care services at your institution. Become proud and transparent with your messaging in your development, membership and marketing/PR departments.

Moderator: Brooke Fairman, Director of Development, Rhode Island Zoological Society

“Breaking News” Tips for Donors
- Julie McDearmon, Director of Institutional Advancement, Indianapolis Zoo

For Better, For Worse, in Sickness and in Health – Messaging to Members
- Elizabeth Grover, Development & Member Services Manager, Rhode Island Zoological Society

Using Public Perception Data to Fuel Communications Strategy
- Andrea Rodgers, Vice President, Public Relations and External Affairs, John G. Shedd Aquarium

Transparency Examples for Dealing with Anti Zoo and Aquarium Folks and Wrap Up
- Brooke Fairman, Director of Development, Rhode Island Zoological Society

continued
4:00 PM – 5:30 PM

Strategic Planning: The New “Right” Approach that Aligns Our Missions and Relevance

While a requirement for AZA accreditation, many of us regard strategic planning as something between a fruitless fad and an onerous obligation. The truth is, strategic planning IS a lot of work, but it isn’t just a trend or a huge task that needs to be checked off your ever-growing to-do list. A well-conceived and implemented strategic plan becomes a critical tool for running a successful zoo or aquarium. Can you succeed without a strategic plan? Maybe so, but if success is not defined, how will you know it when it happens? The key is to get it “right.”

Moderator: Jill Macauley, Associate Director, Strategic Business & Organizational Consulting, Schultz & Williams

Panelists
• Chris Pfefferkorn, President & CEO, Birmingham Zoo, Inc.
• Andy Wood, Chief Operating Officer, The Florida Aquarium
• Dr. Rebecca Snyder, Curator of Conservation and Science, Oklahoma City Zoo and Botanical Garden
• Sean Greene, COO/Executive VP of Park Operations, Dallas Zoo

4:00 PM – 5:30 PM

Walking the Talk: Fostering Inclusion through Dress and Appearance Standards

Your dress and appearance standards can model inclusion in your workplace. Come learn how we’re making it happen! What do your employees think about your current dress and appearance standard? Who are the key stakeholders to bring into the conversation? If we relax our standards, how do we know employees won’t “go off the rails”? What will our guests think? We want to change our policy but where do we start? At this session, you’ll get answers to these and other questions from several organizations at different stages on the journey to becoming more inclusive.

Moderator: Teresa Merry, Chief Human Resources Officer, Monterey Bay Aquarium

Inclusion and Self Expression: It’s “Always” Been This Way
• Kristen Slocomb, Senior Director of Human Resources, Dallas Zoo

Individuality and Professionalism – They Can Coexist
• Mara-Lynne Payne, Senior Manager of Diversity and Inclusion, Tennessee Aquarium

Voices that Need to be Heard...It’s About Inclusion
• Joey Scott, Exhibitions Project Manager, Monterey Bay Aquarium

The Nuts and Bolts of Change: 8 Months Later...
How Are We Doing?
• Charlisa Shelly, Director of Human Resources, Kansas City Zoo

4:00 PM – 5:30 PM

Zoo and Aquarium Animal Populations are in Crisis – Where Do We Go from Here?

Time is running out: without broad, sweeping change to AZA Animal Programs, practices, and resource allocation, many species will no longer exist in zoos and aquariums. It is clear that all AZA zoos and aquariums must join this movement immediately and hold each other accountable for their individual part in addressing this pivotal problem. The AZA Animal Population Management Committee is committed to doing whatever it takes to spark the transformation, reinvent our current model, and support our colleagues as we navigate this crisis together. With animals at the core of all we do—everyone should consider attending.

Moderator: Joe Barkowski, Vice-President of Animal Conservation & Science, Tulsa Zoo

Panelists
• Dr. Chris Dold, Chief Zoological Officer, SeaWorld Orlando
• Jeff Sailer, CEO/Executive Director, Toledo Zoological Gardens
• Hollie Colahan, Vice President for Animal Care, Denver Zoo
• Stacey Johnson, Corporate Director of Conservation and Research, Institute for Conservation Research, San Diego Zoo Global
• David Powell, Director – AZA Reproductive Management Center, Saint Louis Zoo

5:00 PM – 5:30 PM

Impact of Autism Certification on the Amusement and Entertainment Industry

Autism and special needs is the fastest growing segment of the travel market. This session will take a deep dive into a research study designed to look at the impact of autism certification on revenue, attendance, employee moral, brand perception and community support at a variety of attractions around the U.S.

• Myron Pincomb, Board Chairman, International Board of Credentialing and Continuing Education Standards
5:30 PM – 6:30 PM  Exhibit Hall F  

**Party-on-the-Floor Exhibit Hall Reception**  
All attendees are invited to the Party-on-the-Floor Reception! Exhibitors have been given two “Drinks-On-Me” tickets to share with attendees. Be sure to visit with vendors beforehand!

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6:30 PM – 8:30 PM  

**The Evening Buzz**  

You don’t want to miss this informal and enjoyable way to extend program learning into the evening. Curated by the Annual Conference Program Committee, this event will feature many short, individual talks presented in a new, interactive and fun format. Snacks and a cash bar will be available.

**Moderator:** Sean Devereaux, Director of Volunteer Engagement, Aquarium of the Pacific

**Building Ties between Zoos and Aquariums with Local Rehabilitation Centers**  
- Geneve Darnell, Senior Bird Keeper, Jacksonville Zoo and Gardens

**Communications on a Budget**  
- Charlotte Orr, Conservation & Communications Manager, Happy Hollow Park & Zoo

**Designing and Evaluating for Conservation Action**  
- Sarah Edmunds, Senior Exhibit Developer, Wildlife Conservation Society

**Explore Your National Marine Sanctuaries in 360°: Education Using Virtual Reality**  
- Claire Fackler, National Education Liaison, NOAA Office of National Marine Sanctuaries

**Lights Out Cleveland – A Collaboration in Migratory Bird Conservation, Research, and Awareness**  
- Michelle Leighty, Manager of Wildlife Resources, Cleveland Museum of Natural History

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**Operationalizing One Health at an Association of Zoos and Aquariums Institution**  
- Dr. Sharon Deem, Director, Institute for Conservation Medicine, Saint Louis Zoo

**Political Animals: From the Campaign Trail to Woodland Park Zoo’s Northern Trail – Thought Leadership in Zoos and Aquariums**  
- Stephen Reed, Executive Leadership & Internal Communications Officer, Woodland Park Zoo

**Present on Purpose**  
- Julie Henry, Founder and President, Finish Line Leadership

**Promoting Everyday Science Talk to Nurture Science Identities in Individuals from Latino/Hispanic Communities: Year One of a Five Year Study**  
- Dr. Remy Dou, Assistant Professor, Florida International University

**Soaking up the Sun: How UV Light and Temperature Impact Herpetofauna Behavior and Physiology**  
- Michelle Wood, Research Associate, Disney’s Animal Kingdom

**Turning Passion into Conservation Action**  
- Terra Manasco, Conservation Manager, Birmingham Zoo

**UNTAPPED: The Power of Engaging Women in Wildlife Conservation**  
- Erin Stotz, Community Conservation Manager, Denver Zoo
As seen in eighteen states, eleven countries, our world-class lantern festival can illuminate your zoo at night with an unforgettable experience.
PROGRAM SCHEDULE & SPECIAL EVENTS

TUESDAY, SEPTEMBER 10

An American black bear in its habitat in Audubon Zoo's Louisiana Swamp Exhibit.

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TUESDAY, SEPTEMBER 10

- Registration is open from 7:30 AM – 5:30 PM and is located in Exhibit Hall F.
- The Exhibit Hall is located in Exhibit Hall F and is open 1:30 PM – 7:00 PM.
- All meetings and sessions are located in the New Orleans Convention Center and are open, unless otherwise noted in guide or outside of room.

7:30 AM – 8:00 AM  
Light Breakfast  
La Nouvelle Ballroom, Level 2

8:00 AM – 9:30 AM  
AZA General Session  
La Nouvelle Ballroom, Level 2

- On Tuesday, the general session program continues as Dan Ashe begins the morning with an opening address. Peggy Sloan shares the AZA Service Awards and Accreditation Report will be announced by AZA Accreditation Commission Chair, Jeff Wyatt, DVM at Seneca Park Zoo.

Widely regarded as a leader of the next generation of nonprofit executive management, Colleen Dilenschneider oversees multiple audience engagement initiatives on behalf of clients in the nonprofit and cultural sectors. Colleen uses data to both identify and predict emerging market opportunities, and helps nonprofit organizations maintain their relevance and secure their long-term financial futures by building affinity with their onsite and virtual audiences. She has worked with many of the most admired and successful clients in the nonprofit realm, including many AZA-accredited aquariums and zoos.

Colleen is a speaker, contributor, and the author and publisher of the popular website Know Your Own Bone, a data-informed, strategic resource for cultural organizations. Colleen has been a featured expert in sources ranging from NPR’s Marketplace to The Wall Street Journal. She has been prominently featured in many national museum publications, and is required reading in museum studies and professional development programs at many prestigious universities.

8:00 AM – 8:45 AM  
Training at a Zoo is not Black and White, Except with Zebras  
Heather Keenan, Chief of Animal Science, Zoo Miami

8:45 AM – 9:00 AM  
Evolution of Fish Training – Started from Show Training Move toward Husbandry Training  
Yoshihiro Suzuki, Aquarium Biologist, Enoshima Aquarium

Advanced Husbandry Care for Renal Disease in Asian Small Clawed Otters (Aonyx cinerea)  
Arrion Williams, Trainer – Animal Training: Mammals & Birds, Georgia Aquarium

From Russia with Love: How to Make Friends with a Pacific Walrus (Odobenus rosmarus divergens)  
Ilya Kokurin, Trainer, The Centre of Oceanography and Marine Biology Moskvarium

The Animal Training Professional: Saving a Species – The Use of ABA in Marine Mammal Training  
Megan MacKellar, Senior 1 Animal Trainer, SeaWorld Orlando
TUESDAY, SEPTEMBER 10

COMMITTEE AND ANIMAL PROGRAM MEETINGS

7:00 AM – 8:00 AM  
Cetacean Task Force  341

9:30 AM – 5:00 PM  
Reproductive Management Center (RMC) Help Desk  Level 3 Lobby

9:30 AM – 5:30 PM  
Masai and Generic Giraffe SSP Planning Meeting  341

Population Management Center (PMC) Help Desk  Level 3 Lobby

10:00 AM – 5:30 PM  
African Painted Dog SSP Planning Meeting  353

2:00 PM – 4:00 PM  
AZA Board of Directors Meeting  340

2:30 PM – 4:30 PM  
Madagascar Fauna and Flora Group  Exhibit Hall Roundtable #1

3:30 PM – 5:00 PM  
Thought Leadership: Ideas to Maximize Your Zoo’s Voice  Exhibit Hall Roundtable #2

Disney Conservation Fund Programs and Grant Opportunities  Exhibit Hall Roundtable #3

Using ZooMonitor for Marine Mammal Monitoring – Open Discussion  Exhibit Hall Roundtable #4

Polar Bear Scientific Research Permit  Exhibit Hall Roundtable #5

SYMBOL KEY
This program track key will help you identify the primary professional interest for each session. Attendees are encouraged to review all sessions for specific interests and learning opportunities.

COMMITTEE AND ANIMAL PROGRAM MEETINGS

10:00 AM – 11:30 AM  
A Holistic Approach to Combatting Wildlife Trafficking: Implementing Strategies at Your Institution  355

Wildlife trafficking is an international crisis, with an unprecedented increase in illegal wildlife trade throughout the world in the past thirty years. It’s due to this massive scale that efforts to combat the illegal wildlife trade require a multi-pronged and collective approach. This session will provide a nearly 360-degree view on the various approaches being led or considered to combat wildlife trafficking. The audience will leave with knowledge on how to participate in a variety of initiatives, discovering the best approach to harness the expertise of your individual institution that will contribute to the united effort of AZA.

Moderator: Sara Walker, Senior Advisor on Wildlife Trafficking, Association of Zoos and Aquariums

Effecting Behavior Change to Reduce Demand  
• Dr. Jenny Glikman, Associate Director in Community Engagement, San Diego Zoo Global

CONCURRENT SESSIONS 10:00 AM – 11:30 AM

What is Natural Security and Why Should We Care
• John Calvelli, Executive Vice President of Public Affairs, Wildlife Conservation Society

Combatting Wildlife Trafficking through Partnerships in St. Louis
• Dr. Lisa Kelley, Executive Director, WildCare, Saint Louis Zoo

Counter Wildlife Trafficking Institute: Geospatial Analytics and the Nexus to Law Enforcement and Intelligence
• Dr. Odean Serrano, Founder, Combating Wildlife Trafficking Knowledge Hub @ Geosaurus

Working with Law Enforcement to Manage Confiscations and Seizures
• Erin Dean, Resident Agent in Charge, Office of Law Enforcement, U.S. Fish and Wildlife Service

Combatting Wildlife Trafficking is Good for Business
• Mike Carson, Director, Global Regulatory and Policy Management, eBay
10:00 AM – 11:30 AM
**Building Conservation Action One Family at a Time**

Zoos and aquariums focus on connecting people to wildlife and wild places. As conservation centers of our communities, zoos and aquariums need to develop capacity in our own organization to work with a new kind of volunteerism: family volunteerism. Can you imagine a community in which family volunteerism was a norm? In this session we will explore family volunteering; what does it look like, how does it accomplish our missions, and what are the barriers, drawbacks, and incentives for families to volunteer.

**Moderator:** Stacey Luhring, Volunteer Services Coordinator, Point Defiance Zoo & Aquarium

**Family Engagement – How Do I Start?**
- Cassandra Davis, Manager of Volunteer Programs, Aquarium of the Pacific

**Events/Fundraisers – Limited in Time, Events Become a Great Opportunity to Engage the Busy Families**
- Carol A. Fusco, Senior Park Naturalist/Program Coordinator, Bergen County Zoological Park

**Collaborative Partnerships**
- Christine Eckles, CVA, Chief Engagement Officer, Blank Park Zoo

**Nature Play – How Does Using this Concept Reduce Some Barriers to Family Volunteering**
- Casey Davis Radley, Family Programs Coordinator, North Carolina Aquarium at Fort Fisher

**Spring into Action – Family Volunteering Impact**
- Bry Sidwell, Volunteer Manager, Central Florida Zoo

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10:00 AM – 11:30 AM
**Developing a Behavioral Monitoring Program: Showcase of Strategies Around AZA**

Are you interested in building a behavioral monitoring program but don’t know where to start? Join us to hear about efforts underway at several AZA institutions to build a process of standardized behavioral monitoring. These programs support evidence-based decision making that can enhance the welfare of animals, support institution-wide assessments required for accreditation, and inform population management efforts. Speakers will quickly highlight the goals of their program and how they leveraged their resources to implement behavioral monitoring. They will share lessons learned along the way, providing accessible models to help organizations large and small build and grow their monitoring programs.

**Moderator:** Dr. Jason Wark, Animal Welfare Scientist, Lincoln Park Zoo

**Standardized Behavioral Monitoring by University Student Volunteers**
- Dr. Bethany Krebs, Research Manager, San Francisco Zoological Gardens

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10:00 AM – 11:30 AM
**Evaluating Teen Programs at Zoos and Aquariums: Finding the “Secret Sauce” to Maximize Engagement and Learning**

Teen programs at zoos and aquariums help to cultivate the next generation of conservation leaders by promoting college and career preparedness, STEM learning, leadership skills, and positive youth development. But what do participants take away from these programs in both the short- and long-term? And what are evaluation approaches that can be used to understand the outcomes of teen programs? Four zoos and aquariums will share evaluation findings that demonstrate the outcomes teen programs are achieving. After the presentations, break-out groups will allow audience members to ask questions and dive deeper into the details of each program’s evaluation findings.

**Moderator:** Dr. Brian Johnson, Senior Research Associate, PEER Associates

**Transforming and Evaluating Houston Zoo’s “Zoo Crew” Program**
- Lainie Deterling, Manager, Education Programs, Houston Zoo

**At the Zoo and in the Community: Strategies for Engaging Teens and Evaluating Programs in Different Settings**
- Kathy Kiser, Manager, Evaluation & Learning Research, Lincoln Park Zoo

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**Leveraging Volunteer Support to Build a Zoo-wide Behavioral Monitoring Program**
- Dr. Jason Wark, Animal Welfare Scientist, Lincoln Park Zoo

**Behavioral Monitoring at the Cincinnati Zoo and Botanical Garden**
- David Orban, Animal Excellence Manager, Cincinnati Zoo & Botanical Garden

**From Seas to Savannahs: Maximizing the Flexibility and Versatility of ZooMonitor for Behavior Monitoring and Special Assessments**
- Dr. Austin Leeds, Research Manager, Disney’s Animal Kingdom
- Dr. Carol Price, Conservation Research Coordinator, North Carolina Aquariums
- Dr. Lara Metrione, Research Assistant, South-east Zoo Alliance for Reproduction and Conservation (SEZARC)
Using Most Significant Change to Amplify Teen Voices
• Samantha Norton, Director of Learning Programs, John G. Shedd Aquarium

Project TRUE – Teens Researching Urban Ecology: A 5-year Longitudinal Study of an Immersive Research Mentoring Program
• Dr. Jason Aloisio, Manager of Project TRUE, Wildlife Conservation Society

10:00 AM – 11:30 AM
Making Waves in Conservation: How Aquariums are Experimenting with Tools and Metrics to Increase our Conservation Impact

Aquariums are engaging more and more in activities to inspire action by their audiences on important conservation issues. We are also taking action ourselves, by supporting conservation policies and improving our business practices. This session will highlight some of these activities, and take a deep dive into how aquariums are developing new tools and measuring impact, on both an individual and collective basis.

Moderator: Aimee David, Director of Ocean Conservation Policy Strategies, Monterey Bay Aquarium

Three Years In: The Collective Impact of the Aquarium Conservation Partnership (ACP)
• Kim McIntyre, Director, Aquarium Conservation Partnership

Strength in Numbers: The Collective Power of Aquariums Speaking As One
• Kelly Kryc, Director of Conservation Policy and Leadership, New England Aquarium

Ready, Set, (Conservation) Action!
• Katie Cubina, Senior Vice President, Mission Programs, Mystic Aquarium

Empowering Teachers and Students to Advocate for the Ocean
• Noah Chesnin, Associate Director, New York Seascape, Wildlife Conservation Society’s New York Aquarium

Clean Water Act: Linking Arms to Protect our Aquatic Habitat
• Andrea Densham, Senior Director, Conservation Policy and Advocacy, John G. Shedd Aquarium

10:00 AM – 11:30 AM
Movin’ On Up: An Interactive Career Development Exploration for Mid-Level Leaders

Mid-level leaders are sandwiched between professional levels. Getting to a mid-level role requires hard work and development, but moving beyond can be more challenging. This session will explore some of the challenges mid-level leaders face, how to continue growing skills and competencies necessary to progress to higher levels (and identify whether moving to that next level is really what that mid-level leader wants!), and provide participants with some perspective and actionable tasks to help them continue their career development. Continue the conversation at a lunchtime roundtable to be shared with the Professional Development Pipeline group.

Moderators: Misha Body, Director of Husbandry, California Science Center
Rachel Ritchason, Curator of Birds & Records, Santa Barbara Zoo
Christina Dembeic, Director of Education, Memphis Zoo

Growing in a New Mid-Level Role
• Daine Appleberry, Director of Guest Services, Audubon Aquarium of the Americas & Audubon Zoo

Growing Within a Mid-Level Role
• Dr. Kathayoon Khalil, Conservation Impact Manager, Oregon Zoo

Growing Beyond Middle Management
• Harrison Edell, Chief Mission Officer/Executive Vice President, Animal Care & Conservation, Dallas Zoo

10:00 AM – 11:30 AM
Tripping Over Your Own Biases? Clear the Path!

This session will address how our biases can get in the way of our ability to advance our organizational mission and zoos and aquariums being their best. We seek to answer how we can overcome our biases to harness the strengths of audience segments to advance some of the issues that are important to AZA institutions. It is designed to encourage more discussion among participants with shorter, focused comments from panelists. While this session is about the diversity of thought, and challenging our assumptions about who engages with us, it is not about diversity, equity and inclusion initiatives.

Moderator: Dr. Wei Ying Wong, Vice President, Learning & Innovation, Woodland Park Zoo

Panelists
• Dr. Estelle Sandhaus, Director of Conservation & Science, Santa Barbara Zoo
• Jennifer Fearing, President, Fearless Advocacy Inc.
Facilitators
• Keith Winsten, Executive Director, Brevard Zoo
• Rich Block, Chief Executive Officer, Santa Barbara Zoo
• Christopher Jenkins, Chief Operating Officer, Natural Encounters, Inc.

10:00 AM – 11:30 AM
Walking the Walk: Conservation and Science in Zoos and Aquariums

Scientific Foundations of Zoos and Aquariums highlights how sharing our successes, our failures, and what we’ve learned from them helps us better collaborate and achieve our goals. IGNITE presentations will highlight the diversity of zoo and aquarium conservation and science projects, including keeping an assurance colony of Houston toads healthy, launching STEM careers through student participation in dolphin research, conserving Southeastern rivers by being proactive, quantifying the moral stress conservation decisions place on animal caretakers, and creating a niche for a small zoo in a multi-institutional conservation partnership. The opportunity to engage one-on-one with all speakers will follow the talks.

Moderator: Meredith Bashaw, Professor of Psychology, Franklin & Marshall College

Defining the Unique Role of Zoos and Aquariums in Conservation Research
• Dr. Brandie Smith, Associate Director, Animal Care Sciences, Smithsonian's National Zoo

Connecting Education and Science
• Dr. Kathleen Dudzinski, Director, Dolphin Communication Project & Managing Editor, Aquatic Mammals, Dolphin Communication Project & Aquatic Mammals Journal

Valuing Research in Managed Care
• Dr. Kelley Winship, Senior Scientist, Dolphins Plus Marine Mammal Responder

Building a Research Program from Zoo Historical Data
• Jennifer Tobey, Researcher, San Diego Zoo Institute for Conservation Research

Troubleshooting Veterinary Care in an Assurance Colony
• Dr. Lauren L. Howard, Associate Director of Veterinary Service, San Diego Zoo Safari Park

Implementing Reproductive Technologies for Conservation Success
• Dr. Rachel Santymire, Director, Davee Center for Epidemiology & Endocrinology, Lincoln Park Zoo

Advancing our Conservation Mission
• Dr. Corinne Kendall, Curator of Conservation and Research, North Carolina Zoo

Finding Your Niche in a Conservation Partnership
• Dr. Estelle Sandhaus, Director of Conservation & Science, Santa Barbara Zoo

Conserving Smart: An Ounce of Preservation Is Worth a Pound of Restoration
• Dr. Bernie Kuhajda, Aquatic Conservation Biologist, Tennessee Aquarium

Caring for Animals, Culling for Conservation
• David Powell, Director – AZA Reproductive Management Center, Saint Louis Zoo

Empowering Animals to Control Their Environments
• Dr. Stephanie Allard, Director of Animal Welfare, Detroit Zoological Society

Monitoring Behavior to Improve Welfare
• Dr. Bethany Krebs, Research Manager, San Francisco Zoological Gardens

Cultivating Science in Zoos and Aquariums
• Dr. Terry Maple, Professor in Residence, Jacksonville Zoo and Gardens

10:00 AM – 11:30 AM
Who Says Gifts of Cash Are All the Same?!?

With the enactment of the Tax Cuts and Jobs Act of 2017, nonprofit organizations found themselves at the receiving end of an increased number of gifts via donor-advised funds (DAFs) and individual retirement accounts (IRAs). But what are DAFs and IRAs, how do we ensure we are utilizing them to our advantage, and how do we properly treat them? You will learn: the reasons behind this new DAF/IRA mania; basic terms and concepts; donor benefits allowed via DAFs and IRAs; and how to talk to donors about both. Join us for a lively panel discussion with Zoo and Aquarium experts!

Moderator: Julie McDearmon, Director of Institutional Advancement, Indianapolis Zoo

Panelists
• J. Edward Sandifer, J.D., Planned Giving and Major Gifts Officer, Indianapolis Zoo
• Dr. Jonathan Lorenzo Yorba, Planned Giving and Grants Officer, The Living Desert Zoo and Gardens

continued
CONCURRENT SESSIONS 10:00 AM – 11:30 AM (continued)

10:00 AM – 11:30 AM
Women in Leadership: Taking Action for Gender Equity

As a profession, we’ve made real progress in the area of women in leadership and gender equity—but there’s still work to be done. Many of us have been championing women in leadership for years; we’ve heard the data and read the books and we have momentum, energy, and power. Now, we’re ready for the next step: taking action to move the needle even further. Our panel of remarkable women leaders will provide actionable tactics to advance gender equity and encourage women in leadership based on their experience in the corporate, nonprofit, and government sectors. We promise.

Moderator: Kathleen Wagner, Senior Advisor, Zoo Advisors

Panelists
- Helena Moreno, Council Member at Large, New Orleans City Council
- Lisa Peterson, Director, San Diego Zoo Safari Park
- Cassandra Ray, VP Finance/CFO, Saint Louis Zoo
- Dr. Tara Riemer, President/CEO, Alaska SeaLife Center

11:00 AM – 1:00 PM
IMATA Formal Presentations – Dolphins & Sea Lions

Smooth Moves: Training Voluntary Passive Restraint on 3.3 Rough-Toothed Dolphins (Steno bredanensis)
- Edgar Urbina, President Animal Care Department, Gulf World

First Documented Rescue, Rehabilitation, Satellite Tag, Release and Follow-up Sighting of a Stranded Atlantic Spotted Dolphin (Stenella frontalis) in The Bahamas
- Ryan Dean, Director of Marine Mammal Operations, Dolphin Cay Atlantis

Future Considerations for Feeding Bottlenose Dolphins, Tursiops truncatus, Under Human Care
- Amanda Ardente, Owner, Ardente Veterinary Nutrition LLC

Computerized Tomography (CT) Scan for Indo-Pacific Bottlenose Dolphin and California Sea lion - Animal’s Voluntary Cooperation in CT Scanning
- Jake Chow, Marine Mammal Trainee, Ocean Park Corporation

Training of California Sea Lions (Zalophus californianus) for Specialized Medical Procedures to Diagnose and Monitor Ocular and Dental Health Conditions
- Ravan Tan, Assistant Manager Animal Presentation (Sealion), Wildlife Reserves Singapore

11:45 AM – 1:45 PM
AZA Honors and Awards Lunch

Full Conference attendees and those with tickets will honor excellence in the profession at the AZA Honors and Awards Lunch. Prestigious awards will be presented, along with special presentations of PIZZA ZZ and a special invitation from the 2020 AZA Annual Conference Host, the Columbus Zoo and Aquarium. The incoming and outgoing AZA Board of Directors and Ethics Board Members will be recognized for their leadership. Incoming Chair of the Board, Christopher Kuhar, Ph.D., will be inducted and address delegates.

Christopher Kuhar, Ph.D.
Executive Director, Cleveland Metroparks Zoo
Incoming Chair of the Board, Association of Zoos and Aquariums

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CONCURRENT SESSIONS 2:00 PM – 3:30 PM

IMATA Formal Presentations – Penguins & Sea Lions

The Successful Cataract Removal and Pre/Post Op Treatment of a King Penguin
• Sarah Pillay, Penguin Curator, Ski Dubai

Sounds Familiar – Training Antarctic Penguins to Assist with Vocal Recognition Research
• Dondee Penera, Penguin Trainer, Ski Dubai

I Can’t Walk Like A Penguin: Diagnosing, Treating and Rehabilitating an African Penguin Chick with TTTM Joint Deformity
• Bryan Martin, Director of Animal Management, Gulfarium Marine Adventure Park

Advancing the Behavioral Repertoire of a Rescued Adult Male California Sea Lion
• Kurt Heizmann, Supervisor, Marine Mammals, John G. Shedd Aquarium

Adopt an Animal Programs

Adopt an Animal programs—we all have them! These programs aren’t our biggest earners, but that’s okay! Adopt programs are a great entry-point to connect people with our mission and, if done well, our Adopters can become long-term donors. Join us for an interactive session where you will not only get an overview of several Adopt an Animal programs and their measures of success, but for some idea swapping with photographic or physical examples of Adopt packages. Each attendee is encouraged to bring their own examples to share and will surely leave with great ideas to take home.

Moderator: Amy Lazoff, Director of Development, Fort Wayne Children’s Zoo

Big Eyes
• Genie Vasels, Vice President, Institutional Advancement, Greater Los Angeles Zoo Association

Special Adopts for Special Occasions
• Jane Ballentine, Senior Director of Development & Communications, The Maryland Zoo in Baltimore

Unique Challenges: ROI on a Donation Program
• Emma Repp-Maxwell, Membership & Annual Gifts Manager, Cheyenne Mountain Zoo

Keeping Your Program Fresh
• Debra McGuire, Vice President of Retail Operations, Audubon Nature Institute

Where’s My Animal?
• Amy Lazoff, Director of Development, Fort Wayne Children’s Zoo

Conservation and Commerce Together!

Equally important for both zoos and aquariums, explore best practice visitor engagement and commercial strategies for enhancing conservation benefits, visitor figures, per capita visitor spend and behavior change for supporting conservation...at home and in the field! This lively, interactive, multi-disciplined, like-minded panel will present and discuss best practice sustainability and conservation program supportive, commercial products, services and experiences. Join us to network and explore effective engagement strategies, training and partnerships. From catering to retail, visitor experience teams to volunteers; enhance your conservation messaging, your visitor experiences, your income generation and help your team make the difference, every guest, every time!

Moderator: Karin Stratton, Seafood Watch Partnership Program Manager, Monterey Bay Aquarium

Why and How Commerce Can Benefit Field Conservation
• Dr. James Danoff-Burg, Director of Conservation, The Living Desert Zoo and Gardens

Bringing the Culture of Conservation Commerce Across the Finish Line in Retail and Culinary Operations
• Andrew Fischer, Vice President of Sustainability & Conservation, SSA

Conservation Commerce as a Tool to Build Support for SAFE Programs
• David Bader, Director of Education, Aquarium of the Pacific

Seafood Watch: A Successful Pairing of Conservation and Commerce
• Karin Stratton, Seafood Watch Partnership Program Manager, Monterey Bay Aquarium

Reaching Out of the Echo Chamber to Promote Change
• Paul Cox, Managing Director, The Shark Trust

Conservation and Commerce Together...Effective Culture Change!
• Adam Senior, Managing Director, CREW UK, CREW Training UK

continued
2:00 PM – 3:30 PM

Hot Topics in Zoo and Aquarium Diving

Dive into this informative and dynamic panel session where you’ll interact with zoo and aquarium occupational diving experts and learn how to effectively formulate, implement and document procedures to creatively comply with AZA dive related accreditation standards. We’ll also share risk management approaches to water based activities and discuss regulatory trends and the path forward. If you are building a dive program, thinking about starting one, or have a long established program this session is for you.

Moderator: George Peterson, Director of Dive Programs, Monterey Bay Aquarium

The Path Forward
• Casey Coy, Chief Operating Officer, Palm Beach Zoo & Conservation Society

Swim Kit is Needed
• Jenna Walker, Dive Safety Officer, Oregon Coast Aquarium

Jump In: The Waters Fine!
• Jake Emmert, Dive Safety Officer, Moody Gardens

Embrace the Future; It’s Here
• Paul Dimeo, Dive Safety Officer, Aquarium of the Pacific

2:00 PM – 3:30 PM

Making Connections between AZA and Professional Interpretation: Conservation Messaging and Interpretive Techniques

Do you “do” interpretation and are looking for more resources and connections? Join this session for examples of how professional interpretation can be effectively applied in various areas of our organizations to make our conservation messages really stick with our audiences, since it’s not only our education-based teams who interact with guests throughout their visits. And learn more or get a refresher on what exactly is professional interpretation. This session is a great opportunity to engage with others to network for additional resources after our inspiring time together at the annual conference.

Moderator: Sarena Randall Gill, Program Animal Specialist, Oregon Zoo

Using the Interpretation Wheel to Make Connections
• Sarena Randall Gill, Program Animal Specialist, Oregon Zoo

Hitting the Bullseye with Your Conservation Message
• Dr. Elizabeth Folta, Curator of Education, North Carolina Zoo

Reinforcing Conservation Messaging through Blended Learning Interpreter Training
• Erika Novak, Manager, Digital Learning Experiences, Friends of the National Zoo

Opportunities for Behavioral Change
• Kevin Wright, Security Manager, Monterey Bay Aquarium

Intentional Interpretation
• Jessica Moore, Education Curator, Northwest Trek Wildlife Park

Getting Media to Interpret for You
• Stephannie Kettle, Public Relations Manager, Mote Marine Laboratory & Aquarium

Bringing Stories to Life through Varied Forms of Interpretation
• Jared McGovern, Senior Education Manager, Innovation and Collaboration, National Mississippi River Museum & Aquarium

Talking Wildly – Generating Conservation Action through Interpretation
• Lisa McDonald, Manager, Visitor Engagement and Interpretive Planning, Calgary Zoo

2:00 PM – 3:30 PM

Recruiting and Engagement of Part-time and Seasonal Staff – Business Impacts

Part-time and seasonal staff are the front-line public face of many of our organizations and are critical in day-to-day operations. However, these same staff can feel dispensable, powerless to share opinions, and left out of institutional culture. This session will explore ways in which organizations are working to form diverse recruitment pipelines and create a more inclusive culture that truly embraces part-time and seasonal staff as the valuable assets they are to our organizations. Not only have these practices helped inclusion, but there is also a benefit to the business bottom line.

Moderator: David Velazquez, Director of Business Operations, Santa Barbara Zoo

The SWARM: Seasonal Staff Engagement and Training Program
• Anne Shimerdla, President and Chief Operating Officer, Blank Park Zoo

Seasonal Staff Retention/Training/Development
• Jeffery Vanek, Director of Human Resources, Utah’s Hogle Zoo

Cashing in on the Benefits of Part-time and Seasonal Staff Engagement
• Jessica Deavult, Senior Coordinator, Camp and Overnight Programs, Houston Zoo
2:00 PM – 3:30 PM

**The Welfare Toolbox: Practical Approaches for Advancing Animal Welfare**

This session, presented by AZA’s Behavior Scientific Advisory Group, will highlight case studies from institutions that are putting theoretical ideas around advancing welfare into practice, and the successes and challenges they have faced. Attendees will be able to leave with practical ideas to take back to their institutions on how to embrace the new standard, how to increase the tools in their welfare toolbox, and how to work through institutional challenges.

**Moderator:** Stephanie Miner, Behavioral Husbandry Manager, Akron Zoo

**Choice, Control, Culture Change: Effects on Animals and Guests**
- Dr. Bonnie Baird, Animal Welfare Scientist, Woodland Park Zoo

**Choice, Control and Culture Change: Effects on Animals and Staff**
- Rachel Salant, Animal Care Manager – Ambassador Animals & Behavioral Husbandry, Woodland Park Zoo

**It’s Not Just a Tank: Improving Wellness for Marine Touch Environments**
- Kimberly Leser, Curator of Behavioral Husbandry and Welfare, Oklahoma City Zoo

**Tools in the Toolbox: Preventing Tragedy to Increase Welfare**
- Nicki Boyd, Associate Curator of Behavioral Husbandry, San Diego Zoo

**Ambassador Reptile Welfare: Creating Opportunities to Provide More Choice and Control**
- Michelle Skurski, Zoological Manager of Behavioral Husbandry, Disney’s Animal Kingdom

**Using Cameras to Focus in on Welfare**
- Ellen Dreyer, Animal Behavior and Wellness Coordinator, Brevard Zoo

**Welfare Assessments for Aquatic Invertebrates and Fishes: Don’t Panic! You’re Already Doing It.**
- Brenda Melton, Associate Director, Steinhart Aquarium, California Academy of Sciences

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2:00 PM – 3:30 PM

**Volunteers in Animal Husbandry Roles: Risks, Benefits and Best Practices**

As stated in the AZA Accreditation Standards, “animal welfare, care, and sustainable population management are among the most critical and complex tasks performed by AZA zoos and aquariums.” Volunteers may support the animal care and welfare at our facilities bringing both unique opportunities and challenges to our institutions. Implementing best practices in program design and management may address some of the risks and challenges of involving volunteers in animal husbandry positions. Utilizing both presentations and discussion, panelists will share practices and lessons learned based upon examples from their own experiences implementing (or choosing not to implement) animal husbandry volunteer programs.

**Moderator:** Dave Glenn, Volunteer Engagement Manager, Seattle Aquarium

**Time and Talent for Turtles! Animal Care a Shared Mission!**
- Kathleen Nichols, Director of Volunteer Programs, Brevard Zoo
- Shanon Gann, Sea Turtle Program Manager, Brevard Zoo

**Volunteer Liaison Wanted**
- Stacey Luhring, Volunteer Services Coordinator, Point Defiance Zoo & Aquarium

**Growing a Volunteer Presence within a Unionized Animal Care Team**
- Jennifer Conley, Volunteer and Intern Manager, John Ball Zoo

**Perspective of Animal Care Staff on Volunteers in Husbandry Roles**
- Traci Belting, Curator of Mammals and Birds, Seattle Aquarium

**Against the Grain: Why We Do Not Use Husbandry Volunteers**
- Allison Schwartz, Volunteer Manager, The Maryland Zoo in Baltimore

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*continued*
**What's New In Exhibit Design**

Exhibit design in zoos and aquariums continues to thrive and innovation can be found in many different areas of the field from finding new ways to communicate with guests, to enriching habitats and advancing animal care. This session will showcase new exhibits that feature these innovative ideas from a variety of different AZA institutions. Short exhibit presentations will illustrate diversity in scope from multimillion dollar brand new exhibits to small scale impactful exhibits. The presentation of these ideas will hopefully engage a lively dialogue among institutions and designers, inspire more creativity, and advance exhibit design for zoos and aquariums.

**Moderator:** Sue Chin, Vice President of Planning & Design and Chief Architect, Wildlife Conservation Society

**Asian Highlands**
- Andi Kornak, Deputy Executive Director - Animal & Veterinary Programs, Cleveland Metroparks Zoo
- Matt Schindler, Principal, WDM Architects

**Education Center**
- Grant Spickelmier, Curator, Oregon Zoo
- Alec Holser, Partner, Opsis Architecture

**Animal Care and Rescue Center**
- Jacqueline Bershad, VP Planning & Design, National Aquarium

**Jaguar Jungle 2**
- Ace Torre, President, Torre Design Consortium, Ltd.

**Sumatran Tigers**
- Rick Schwartz, President and CEO, Nashville Zoo

**Camp Cowabunga**
- Brendan Wiley, Director, Topeka Zoo
- Craig Rhodes, Vice President and Studio Lead, GLMV Architecture, Inc

**African Forest**
- Dan Maloney, Deputy Zoo Director/ Animal Care & Conservation, Jacksonville Zoo and Gardens

**California Trail**
- Dr. Joel Parrott, President & CEO, Oakland Zoo
- Jim Brighton, Principal, PJA architects + landscape architects

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**With Great Paw-er Comes Great Res-pun-sibility: Using Social Media to Drive Conservation Action**

An engaged social media audience is highly beneficial when it comes to sharing otter gifs, but can our institutions use that engagement to inspire audiences to take conservation action offline? SPOILER: Yes! Our greatest advocacy power in the social space is knowing our audiences and cultivating a trusting relationship, so they’ll respond when it really counts. This session explores social media as a tool for motivating followers to take real conservation action. Using data from successful tweets, Instagram posts, stories and videos, we’ll discuss how to connect with audiences using calls to action, multi-platform messaging and yes, paw-erful otter gifs.

**Moderator:** Kristen Corl, Digital Media Coordinator, Association of Zoos and Aquariums

**Otterly Breaking the Fourth Wall to Save the Ocean**
- Patrick Webster, Social Media Content Creator, Monterey Bay Aquarium

**Clicks for Cubs**
- Kelsey Wallace, Communications Associate, Oregon Zoo

**Crowdsourcing Citizen Science**
- Jennifer Beening, Social Media Marketing Specialist, San Diego Zoo
You Shall Not Pass: Navigating Professional Survival within AZA While Being Personally Excluded

While each AZA organization is unique, sincere efforts toward inclusivity require similar elements to promote diversity, address accessibility, and create positive experiences for all. The process of becoming more inclusive must begin with ourselves: what is the culture inside the association, and how are we addressing these issues internally? This session highlights several different aspects of diversity and inclusion, addressing issues of exclusion and solutions from a variety of perspectives in the AZA community. Join the conversation about how individuals are personally affected by AZA’s historically less-diverse culture and gain inspiration for ways to connect with others from different perspectives.

Moderators: Dean Watanabe, Chief Conservation Education Officer, Fresno Chaffee Zoo
Tanya Paul, Animal Curator, Oregon Zoo

Privilege and How You SHOULD Be Using It
• Chad Fifer, Education Director, Nashville Zoo

The Ups and Downs of Being Brown
• Dr. Kathayoon Khalil, Conservation Impact Manager, Oregon Zoo

Embracing the Quirks of Neurodiversity in Zoos and Aquariums
• Grayson Ponti, Conservation Interpreter, Dallas Zoo

Growing up Gay in AZA
• Sean Devereaux, Director of Volunteer Engagement, Aquarium of the Pacific

No, I Don’t Want Your Opinion on My Pregnancy
• Megan Medley, Director of Programming, Education, Wildlife Conservation Society

The Pressure of Being Obvious
• Kimm Fox-Middleton, Volunteer and Community Conservation Manager, Oregon Zoo

Everyone Has an Accent
• Dr. Wei Ying Wong, Vice President, Learning & Innovation, Woodland Park Zoo

CONCURRENT SESSIONS 4:00 PM – 5:30 PM

Empowering Volunteers to Become Conservation Leaders
• Kathy Terlizzi, Volunteer Superintendent, Fort Wayne Children’s Zoo

Using a Book Club To Promote Conservation Action
• Max Light-Pacheco, Volunteer Coordinator, Events, Phoenix Zoo

Sustainable Action and Interpretation
• Lily Mleczko, Coordinator of Volunteers and Visitor Engagement, Wildlife Conservation Society

Addressing Challenging Topics: Climate Change Mitigation and Adaptation
• Cassandra Davis, Manager of Volunteer Programs, Aquarium of the Pacific

Saving Wildlife with the Dallas Zoo’s Wild Earth Action Team
• Tracy Gardner, Volunteer Coordinator, Dallas Zoo
• Melissa Medlen, Conservation Engagement Supervisor, Dallas Zoo

Conservation Leadership in Action: The live blue Service Corps
• Lace Garland, Manager of Volunteer and Internship Programs, New England Aquarium

continued
4:00 PM – 5:30 PM

Diversity and Inclusion: We Are All in This Together

We are all familiar with the words diversity and inclusion, but how are zoos and aquariums going about creating inclusive and diverse educational programming and guest experiences? Join us for an introduction to how ten institutions are addressing the topic. Following a brief description of some of their programming, you'll choose your adventure and interact with the panelists in a roundtable format for a chance to ask questions, brainstorm ideas, look at materials, make new contacts and leave with at least one idea to implement at your facility!

**Moderator:** Christine Schmitz, Director of Education, Utah's Hogle Zoo

**Santa Barbara Zoo: Becoming a Certified Autism Center**
- J.J. McLeod, M.Ed., Education Manager, Santa Barbara Zoological Gardens

**Museums4Inclusion: Internships for Adults with Developmental Disabilities**
- Leah Van der Mei, Director, Guest Operations, California Academy of Sciences

**Inclusive Style Guide**
- Megan Medley, Director of Programming, Education, Wildlife Conservation Society

**Communication is Key**
- Christine Eckles, CVA, Chief Engagement Officer, Blank Park Zoo

**Supporting Families Living at Shelters**
- Claire Lannoye-Hall, Curator of Education, Detroit Zoological Society

**Access for All**
- Michele Schilten, Director of Education and Conservation, Indianapolis Zoo

**Removing the Barriers to Connect with Nature**
- Lindsay Mathisen, Inclusion Coordinator, Brevard Zoo

**All Are Welcome**
- Lynn Walsh, Accessibility and Inclusion Manager, John G. Shedd Aquarium

**Running a Sensory Sunday Event at Your Facility**
- Alanna Frick, Inclusion Support Educator, Audubon Nature Institute

**Inclusion is a great IDEA (Inclusion Diversity Equity and Access)**
- Joy Wolf, Director of Operations Guest Connections/Education, San Diego Zoo Safari Park

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4:00 PM – 5:30 PM

Focus on Accreditation

This session will discuss key issues of the accreditation process from the perspective of Accreditation Commissioners. The session will include annual updates regarding standards and requirements, common challenges, tips for inspectors, helpful hints for institutions preparing for future accreditation, and Q&A.

**Moderator:** Denny Lewis, Senior Vice President, Accreditation, Association of Zoos and Aquariums

**Accreditation Commissioners**
- Glenn Dobrogosz, Chief Executive Officer, Greensboro Science Center
- Nancy McToldridge, Zoo Director, Santa Barbara Zoo
- Dr. Mike Murray, Director of Veterinary Services, Monterey Bay Aquarium
- Dr. Scott Terrell, Animal & Science Operations Director, Walt Disney Parks and Resorts
- Dr. Jeffrey Wyatt, Environmental Justice Advocate, Veterinarian, Seneca Park Zoo

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4:00 PM – 5:30 PM

From Small to Broad(cast) – Building a Video Content Practice to Meet Your Goals

Zoo and aquarium visitors, donors and community members have become less interested in traditional marketing messaging and increasingly interested in authentic communications that more deeply promote the mission and passion of these institutions. Video storytelling has proven to be an amazing vehicle for spreading awareness, educating, entertaining, driving attendance and membership, and engaging potential donors. This session will focus on how different institutions have successfully created and utilized video content on both small and broad scales, will describe a variety of models for funding, and share tips on what has worked and what hasn’t.

**Moderator:** Karen Monahan, Director of Marketing and Strategic Communications, South Carolina Aquarium

**Harnessing Video to Drive Brand Awareness, Sales, and Healing and Happiness**
- Debra Erickson, Marketing Director, Communications and Interpretation, San Diego Zoo Global

**Monetizing External Filming and Photography Productions to Boost Your Video Content Goals**
- Jessica Fontana, Senior Director of Communications and Marketing Events, Georgia Aquarium

**Video-first Strategy for Increased Engagement**
- Shervin Hess, Digital Media Specialist, Oregon Zoo
Harnessing Technology in Research, Animal Care and Wildlife Conservation

AZA and partner institutions are applying technology in innovative ways to animal care, wildlife conservation, and research. Researchers, administrators and wildlife conservationists are benefiting from availability of real-time monitoring and sensing information on animal health, location, interactions, behavior and diet. Many SAFE programs have technology elements, as do AZA Conservation Grant Funded projects. The session highlights ten applications of technology from six AZA institutions, including for biosecurity, animal welfare, motion sensing, environmental enrichment, protected area management, and real-time wildlife monitoring and tracking. Technologies considered include: GIS, infrared thermography, MTag, EnrichTrak, Fitbit, RFID, SMART, satellite telemetry and GPS collars.

Moderators: Dr. J.P. Auffret, Director, George Mason University
Scott Barton, Executive Director, Fresno Chaffee Zoo
Katie Leighty, Science Operations Manager, Disney's Animals, Science and Environment, Walt Disney Parks and Resorts

Enhancing Biosecurity Through GIS Technology
- Dr. Meg Sutherland-Smith, Director of Veterinary Services, San Diego Zoo

Using a Bio-Logging Device to Examine Bottlenose Dolphin Behavior
- Dr. Lisa Lauderdale, Postdoctoral Fellow, Chicago Zoological Society - Brookfield Zoo

Applications of the FitBark
- Erin Sullivan, Animal Care Manager, Woodland Park Zoo

Development and Improvement of a Radio Frequency Identification (RFID) Application to Monitor Nest Usage in the Northern Carmine Bee-eater
- Andrew Alba, Research Programs Specialist, Disney's Animal Kingdom

Developing the World’s Leading Technology Tool for Protected Area Management
- Dr. Richard Bergl, Director of Conservation, Education and Science, North Carolina Zoo

Using Satellite Telemetry to Monitor the Threat of Poisoning to Vultures in Tanzania
- Dr. Corinne Kendall, Curator of Conservation and Research, North Carolina Zoo

Observing the Unobservable: 3D GPS Collar Tracking of Wild Tree Kangaroos in Papua New Guinea
- Dr. Lisa Dabek, Director of the Tree Kangaroo Conservation Program and Senior Conservation, Woodland Park Zoo

ConservationFIT: AZA Big Cat Footprints Contribute to Conservation Monitoring in the Wild
- Dr. Karin Schwartz, Scientific Coordinator of Ex Situ Partners, ConservationFIT, ConservationFIT from WildTrack

Leadership Welfare: Developing a Culture of Leadership at All Levels of the Organization

AZA accreditation requires members to develop training manuals and plans to better the welfare of the animals in our care. But what about the people in our organizations? The most successful organizations have a culture of developing leaders at all levels. Providing leadership training has a multitude of benefits including succession planning from within, retention of employees and building a culture of trust and respect. Hear from leaders on how they implemented leadership training in their organization. Learn ideas on how you can develop a program and creative solutions to overcome barriers to implementing such programs.

Moderator: Anne Shimerdla, President and Chief Operating Officer, Blank Park Zoo

OdySea Aquarium University: Leading by Example
- TJ Lowery, Director of Human Resources, OdySea Aquarium: An Oceanic Adventure

Panelists
- Margaret Rose-Innes, Zoo Curator, The Maryland Zoo in Baltimore
- Mara-Lynne Payne, Senior Manager of Diversity & Inclusion, Tennessee Aquarium
- Jason Ayran, Manager, Workforce Development, Saint Louis Zoo

Managing Up to Success: Creating Realistic Membership, Marketing & Development Plans, Goals and Expectations

Managers of important zoo and aquarium revenue generating departments such as membership, marketing and development have a deep knowledge of their areas and need to be part of the creation of annual and long range revenue projections, goals and management plans. “Managing up” is the way that individual departments can educate the institution’s leaders and boards on what is possible in terms of membership, visitation and donor support growth from a numbers, revenue and cost perspective. “Managing up” helps insure that plans, projections and revenue expectations are based on history, data and reality, not a “wished for” outcome.

Moderator: Dana Hines, Vice President, Membership Marketing, Membership Consultants

Developing Institutional Trust: A Story of Maximizing Marketing Spend and Visitation
- Audrey Bedoucha, Marketing Manager, Zoo New England

continued
In the Middle: Translating the Day to Day from Direct Reports to Upper Management
- Mark Miller, Director of Guest Relations, Utah’s Hogle Zoo

Society and Support Organizations: Managing Up to Zoo Directors and Boards
- Cathi Decker, Executive Director, Friends of the Santa Ana Zoo

Encouraging Participation: Training and Molding Staff to be Valuable Contributors
- Andy Wood, Chief Operating Officer, The Florida Aquarium

4:00 PM – 5:30 PM

The Cost of Water – To Wildlife And To Your Organization

To many of us, water is recreation; however, much of the world is living in a water shortage. In rural areas Africans use only 8-10 gallons of water, while in Colorado the average is 100 gallons of water per day for domestic purposes alone. How might the trend in zoos and aquariums toward underwater viewing and filtering water be compounding water shortages; and what are some ways we can work to reduce and conserve? This session will examine zoos and aquariums and observe not only how much water they are using, but how they are looking to use less.

Moderator: Bob Chastain, President & CEO, Cheyenne Mountain Zoo

The Cost of Water to Wildlife and to Your Organization
- Bob Chastain, President & CEO, Cheyenne Mountain Zoo

Water Savings Through Aquatic Life Support Design Engineering
- Robert Satchell, President, Satchell Engineering & Associates, Inc.

Wetland to Gray Water Conservation
- Gregg Hudson, Executive Director and CEO, Dallas Zoo

Denitrification System & LSS Design
- Andrew Aiken, Director of Life Support, National Aquarium

4:00 PM – 5:30 PM

This Is Not a Drill, I Repeat This Is Not a Drill; When Your Worst Nightmares Become Reality

Are you ready for that moment when all the training and practice for your worst nightmare(s) becomes reality? Join the Safety Committee for an interactive panel discussion from people who have been there. From near misses to injuries to fatalities, a panel of zoo/aquarium professionals who have “been there” when their worst nightmare became a reality will share what they have learned. They will tell their stories and leave you with tools to help you prevent similar incidents, be more prepared to respond if preventative measures fail, and learn recovery strategies that can be applied to your institution.

Moderator: Dan Marsh, Director of Education & Volunteer Departments, Cincinnati Zoo & Botanical Garden

New Year’s Day Rhino Close Call
- Jon Brangan, Deputy Director, Brevard Zoo

Safety Culture – Do You Really Have One After a Near Miss?
- Rick Holzworth, Operations Support Manager, Jacksonville Zoo and Gardens

A Jaguar is Going to be a Jaguar: Team Collaboration and Transparency During Times of Crisis
- Dr. Kyle Burks, Executive Vice President & Chief Operating Officer, Audubon Nature Institute

April 15, 2016 – The Day Everything Changed and a New Normal Began
- Dave Ruhl, Chief Operating Officer, Riverbanks Zoo and Garden

Welfare Evaluation and Then What? A Panel Discussion

With many AZA institutions having built and applied animal welfare evaluation tools common questions surround how to get the most out of these tools. This panel session draws together leaders of welfare assessment programs from several AZA institutions to discuss open questions in application and interpretation of animal welfare measures.

Moderator: Dr. Jason Watters, Vice President of Wellness and Animal Behavior, San Francisco Zoological Society

Panelists
- David Powell, Director – AZA Reproductive Management Center, Saint Louis Zoo
- Dr. Mandi Schook, Science Operations Director, Disney’s Animals, Science and Environment
- Dr. Lance Miller, Vice President of Conservation Science and Animal Welfare Research, Chicago Zoological Society – Brookfield Zoo
AZA and IMATA have a deep passion for conservation and animal care in the wild as well as in our collections and our continued goal is the preservation of biodiversity. Partnerships from multiple disciplines are now recognized as the essential ingredients necessary for successful conservation. The Ex-Situ Options for Cetacean Conservation Workshop recommended production of action plans that integrate in situ and ex situ conservation (One Plan Approach); prioritizing efforts to close information gaps and ensure that the most effective actions are identified and available. This plan is expected to illustrate how both in situ and ex situ options can be pursued at the same time and is meant to open and advance discussions on a delicate but long overdue subject: “How to integrate ex situ options into conservation planning for dolphins and porpoises and help to head off more extinctions in coming decades.

Moderator: David Roberts

Panelists

• David Bader, Director of Education, Aquarium of the Pacific
• Randall Reeves, Chair, Committee of Scientific Advisors, US Marine Mammal Commission
• Grant Abel, Animal Care Advisor, National Marine Mammal Foundation
• Dr. Cynthia Smith, Vice President & Executive Director, National Marine Mammal Foundation
• Dan Ashe, President & CEO, Association of Zoos and Aquariums

Poster Reception

Authors of over 100 posters in many different disciplines will be present to discuss their work. The reception will also give you another chance to meet with exhibitors and bid on Silent Auction items.

Please note items will be available for pick-up the same evening or Wednesday morning. Wine, beer, and light appetizers will be provided.

A complete listing of posters, organized by primary track, can be found on page 87.

IMATA Career Fair

If you are new to the field, a seasoned professional, looking for that next step in your growth and development, or if you want to network with some of the industry leading facilities, then the IMATA Career Fair at the Annual Conference is the place to be. We will have a room filled with various zoological and marine animal organizations that are looking for that special individual to hire into training/research/education positions or possibly even internships. This is a great place to bring your newly revised resume and business cards to meet potential employers face to face.
Classic Escapes builds tailored journeys to fit the individual needs of our clients! We work with many Zoos, Audubon Societies, Aquariums and other Wildlife groups across the nation. Call us to design the perfect program for your organization.

**TAKE AN AMAZING SAFARI TO TANZANIA**

Discover the thrill of spotting wildlife in the wild in Tarangire, Ngorongoro Crater and the Serengeti: elephant, zebra, giraffe, black rhino, wildebeest and hippo, all under the watchful eyes of leopard, lion, cheetah and hyena. Each evening, share the day’s events while relaxing in luxurious lodges and tented camps. A magical crater, ancient baobab trees, the footsteps of early man, herds of beasts and graceful creatures set the scene for an exotic adventure with unforgettable memories.

**Contact Us for the Perfect Program**

**Stacy Fiorentinos, President**
800-627-1244 or stacyf@classicescapes.com

**Carolyn Blackmar, Western Sales Director**
718-280-5042 or carolynb@classicescapes.com

**Donna Barfield, Eastern Sales Director**
718-280-5041 or donnab@classicescapes.com

Join us at Booth #630 at the AZA Conference to learn more about Tanzania and meet our specialist guide – Robert Marks Moshi!

Robert is a native Tanzanian with the distinction of being adopted at a very early age and raised by a Scottish missionary doctor. His mentor is Cynthia Moss and spent time studying with her in Amboseli, as well as the David Sheldrick Wildlife Trust in Nairobi, and now a naturalist guide back in his beloved native land. He is most at home in the wild where his keen eye can spot a lion or a cheetah in the distance and his passion for his fellow people is evident as he shares insights and lore.
Students on a field trip to Audubon Aquarium of the Americas touch cownose stingrays in the Stingray Touchpool.

© Audubon Nature Institute
Our Rapid Design Process

Tenji is a talented team of scientists, architects, engineers, and artists that design and build aquatic systems and exhibits. Our projects celebrate the beauty and mystery of aquatic life. Whether for a museum, research lab, or private residence, Tenji combines technical expertise with an artist's understanding of the subtle aspects of architecture, such as lighting and traffic flow. Our Rapid Design Process can increase your exhibit attendance and cut design costs significantly, without cutting corners.

Increase Attendance | Increase Engagement | Reduce Costs

West Coast 831.401.9551 | East Coast 207.776.9449 | Tenji.com
WEDNESDAY, SEPTEMBER 11

• Registration is open from 7:00 AM – 10:30 AM, located in Exhibit Hall F.
• The Exhibit Hall is closed.
• All meetings and sessions are located in the New Orleans Convention Center and are open, unless otherwise noted.

7:00 AM – 10:30 AM  Silent Auction Winner Pickup  Exhibit Hall F

COMMITTEE AND ANIMAL PROGRAM MEETINGS

8:00 AM – 11:30 AM  Population Management Center Help Desk  Level 3 Lobby
9:00 AM – 11:00 AM  Reproductive Management Center (RMC) Help Desk  Level 3 Lobby
10:00 AM – 11:30 AM  Sustainability of Elephants Discussion (Invite Only)  353
11:30 AM – 12:30 PM  Annual Conference Program Committee (Executive Session)  341

CONCURRENT SESSIONS 8:00 AM – 9:30 AM

8:00 AM – 9:00 AM  Exhibit Hall E
The Future of Zoos Through the Eyes of a Dreamer
• Steve Martin, President/CEO, Natural Encounters, Inc.

8:00 AM – 9:30 AM  356
Becoming True Agents for Change: Mobilizing Our Audiences to Take Meaningful Action for Conservation

Zoos and aquariums have a strong history of motivating people to care for wildlife and wild places. However, in the past two decades we have begun considering the additional role of facilitating our visitors to take conservation action. Whereas this was originally somewhat controversial, it is now generally accepted that the role of modern zoos/aquariums is as agents of change for conservation. This session offers the unique opportunity to hear successes and challenges of in progress campaigns, and to work collaboratively with colleagues and experts in the field to further develop our collective capacity to drive action in our audiences.

Moderators: Robin Keith, Director of Vision, Innovation and Strategy, San Diego Zoo Global
Dr. Jackie Ogden, Retired, Vice President, Disney’s Animals, Science and Environment, Walt Disney Parks and Resorts

A Unifying Framework for Audience Engagement in Conservation Action
• Emily Routman, Principal, Emily Routman Associates

Fishing for Support for Conservation Policies
• Douglas Meyer, Strategic Advisor to The Ocean Project, The Ocean Project

8:00 AM – 9:30 AM  351
Best Practices for Marketing Your Aquarium or Zoo Online

In this lively discussion, a panel of aquarium and zoo marketers across the industry will discuss how they’re finding success online through their marketing efforts. Attendees will learn strategies and tactics that other organizations are using to create successful campaigns and hear first-hand what’s working to attract visitors, engage with them while on-site, and keep them coming back for more.

Moderator: Kindra Svendsen, Director of Digital Marketing Services, Speak Creative

Panelists
• Tina Tison, Director of Marketing, The Maritime Aquarium at Norwalk
• Nick Harmeier, Director of Marketing and Communications, Memphis Zoo
• Janet Wesley, Director of Marketing, Jacksonville Zoo and Gardens

continued
Moving Beyond Management: Helping Volunteer Managers Prioritize Effective Leadership Development

Focusing on day to day challenges often trumps our more visionary aspirations when things inevitably hit the fan. We do a disservice to ourselves and our potential to effect change when we don’t prioritize those forward-thinking goals. You need to put on your own oxygen mask first. In this case, we need to take the time to invest in our own leadership evolutions in the midst of everything else we tackle. As volunteer managers who lead over 160,000 mission advocates annually, it is essential to AZA’s success that we continue to hone our skills as effective leaders.

Moderator: Kelli Crawford, Volunteer Coordinator and Curator of Collections, Greensboro Science Center

Leadership in Zoo Volunteer and Staff Professional Development
- Dr. Lisa-Anne Kelly, Senior Manager of Education Strategies and Research, Chicago Zoological Society - Brookfield Zoo

Leading a Shift in Zoo Volunteer Culture
- Kimm Fox-Middleton, Volunteer and Community Conservation Manager, Oregon Zoo

The Leadership Challenge
- Christine Eckles, CVA, Chief Engagement Officer, Blank Park Zoo

Putting It All Together: Writing Your Own Individual Development Plan
- Laura Martina, Chief People Officer, Fresno Chaffee Zoo

Please Don’t Go! How to Keep Your Members from Lapsing

Membership programs have many variables that drive success. Among the most important is member retention. In this session we’ll explore tactics to inspire members to keep their membership current, increase your renewal rates, and build brand loyalty toward your organization. Come learn and participate in a collaborative discussion that will cover a variety of renewal strategies, including payment plans, benefit enhancements, and communications that inspire members to act. Panelists will also review the Zoo & Aquarium Coalition for Membership and Fundraising where organizations across the AZA community are analyzing what’s working to improve their member retention.

Moderator: Jeff Spitko, Director of Membership, San Diego Zoo Global

Getting in Front of Your Members, So You Don’t Fall Behind
- Liz Grover, Development & Member Services Manager, Roger Williams Park Zoo & Rhode Island Zoological Society

Make Renewing Easy through Auto-renewal and Payment Plans
- Mindee Kashiwagi, Director, Membership, California Academy of Sciences

Benefits that Inspire Your Member to Stay
- Adrian Cavazos, Senior Director of Business Operations, Houston Zoo
8:00 AM – 9:30 AM

Preparing for the Unpredictable – When Mother Nature Strikes

Are you ready for a hurricane, wild fire, flood, hail storm, or some other force of mother nature to strike your zoo or aquarium? As climate change progresses, natural disaster events are becoming more prevalent and impactful to our institutions! Join the Safety Committee for an interactive panel discussion from people who have been there when mother nature came their way. They will tell their stories and leave you with strategies to help you and your institution prepare for, endure, and recover if your institution is next on the list for mother nature!

**Moderator:** David Ruhl, Chief Operating Officer, Riverbanks Zoo and Garden

Boston’s Snow Team: Riding Out a Different Storm
- Andrea Lewicki, Animal Care Coordinator, Zoo New England

Emergencies: What To Do When the Sky is Falling
- Jeff Halter, Director of Animal Collections, Cheyenne Mountain Zoo

In a Wildfire “EVERYTHING BURNS” – Asset Protection Examples
- Michael Ahlering, Director – Park Operations, San Diego Zoo Safari Park

When a Hurricane Blows Your Best-laid Plans Out of the Water
- Joanna Zazzali, Visitor/Member Services Coordinator, North Carolina Aquarium at Fort Fisher

Lessons from the Big One
- Joel Hamilton, Vice President/General Curator, Audubon Zoo

8:00 AM – 9:30 AM

The Path to Public Funding

Zoos and aquariums all over the United States are benefiting from new and increased public funding opportunities. In this session, you’ll learn about the types of support and how you can secure funding for your organization. You’ll hear from an expert with specific experience in helping conservation organizations through the process, and executives from peer AZA facilities who benefit public funding. At the end of the session, you’ll have a clear and concise understanding of the three phases to get your organization across the finish line: (1) research and education; (2) getting on the ballot; and (3) executing your campaign.

**Moderator:** Zachary Winfield, Vice President, Zoo Advisors

Panelists
- Ben Lewinger, Principal, Fable Communications
- Billy Brennan, Director of Public Relations & Government Affairs, Saint Louis Zoo
- Jennifer Driban, VP of Government Affairs, National Aquarium
- Julie Miller Rugg, Executive Director, New Mexico Bio Park Society

8:00 AM – 9:30 AM

The Whole Zoo Impact of Elephant Herpesvirus: What You Need to Know

If your institution has elephants, you can’t afford to miss this session. Elephant endotheliotropic herpesvirus (EEHV) is the largest cause of death in young Asian elephants. In early 2019, it killed two young African elephants. It takes the whole zoo to prepare for a clinical EEHV case, and when an elephant dies, the whole zoo is impacted. You will learn how surviving EEHV hemorrhagic disease requires collaboration from the executive and PR/marketing teams, as well as the elephant and veterinary teams. You will also learn how AZA-based research is helping elephants in Asia, and how your zoo can help, too.

**Moderator:** Dr. Don Moore, Director, Oregon Zoo

Your Quick Start Guide to EEHV and Elephants
- Dr. Lauren Howard, Associate Director of Veterinary Services, San Diego Zoo Global

Advancing EEHV Research, Saving Elephants
- Dr. Paul Ling, Associate Professor, Department of Molecular Virology and Microbiology, Baylor College of Medicine

EEHV Preparedness: Every Zoo, Every Elephant
- Daryl Hoffman, Curator, Large Mammals, Houston Zoo

Talking EEHV on Your Terms
- Jill Allread, CEO, Public Communications Inc
Where the Wet Things Are – Assessing the Welfare of Touch Pool Animals

Assessment of the welfare of all animals in human care at AZA accredited institutions is now a standard. The welfare of species in touch pools is of particular interest because of their regular direct contact with guests. But techniques commonly used to assess welfare in terrestrial species are not applicable to most marine species. This is driving attempts to develop new methods that will provide reliable assessment of the welfare status of these species. This session will provide a look at some techniques being employed and some suggestions of trends being found throughout AZA institutions.

Moderator: Dr. Chuck Kopczak, Curator of Life Sciences, California Science Center Foundation

Corals, Crustaceans and Chondrichthyes. How Do You Measure Welfare in All These Aquatic Taxa?

- Dr. Andrew Stamper, Science Operations Manager/Veterinarian, Disney’s Animals, Science and Environment

Training During Quarantine to Improve Welfare in a Touch Exhibit

- Ashleigh Clews, Curator, Animal Care and Rescue Center, National Aquarium

The Hormones Have It: Looking at Novel Stress Measures in Wild and Managed Rays

- Dr. Mandi Schook, Science Operations Director, Disney’s Animals, Science and Environment

Working with Your Local AAZK Chapter to Further Your Facility’s Mission

The American Association of Zoo Keepers (AAZK) is a fifty-year-old organization that started as a small group of keepers and grown into over one hundred local chapters and raised millions of dollars for conservation. In addition, AAZK facilitates and promotes sustainability in communities along with supporting animal care professionals by helping them advance their skillsets. AAZK works to compliment AZA’s conservation programs by fundraising, raising awareness and connecting people to conservation.

As two organizations working toward similar goals, AAZK and AZA can only benefit from working together and motivating people to take action.

Moderator: Kristen Scaglione, AAZK Board of Directors/Wild Animal Keeper II, American Association of Zoo Keepers/Akron Zoo

A Review of the Collaborative Work Between AZA and AAZK

- Rob Vernon, Senior VP, Communications and Marketing, Association of Zoos and Aquariums

The Strength of Collaborating with Your Local AAZK Chapter

- Tiffany Mayo, Lead Animal Keeper/Trumpeter Swan Species Survival Plan Program Leader, Cleveland Metroparks Zoo

Using Polar Bears International, AZA Facilities and Keeper-Driven Programs to Combat Climate Change

- Marisa Krouse, Program Manager, Polar Bears International

Building a Long-Standing, Symbiotic Relationship Between AAZK and Your Zoo or Aquarium

- Loren Berry, Rocky Mountain AAZK President/Animal Keeper, Denver Zoo

Utilizing National AAZK and its Local Chapters to Reach Conservation Goals

- Kristen Scaglione, AAZK Board of Directors/Wild Animal Keeper II, American Association of Zoo Keepers/Akron Zoo

Overview of Animal Welfare and Assessment Standards for Marine Animals

- Dr. Louis DiVincenti, Assistant Zoo Director - Animal Care & Conservation, Seneca Park Zoo

9:30 AM – 10:00 AM Refreshment Break

Level 3 Lobby

Fuel up on coffee and snacks before the next sessions begin!
**Ambassador Animal Hot Topics: Part Two**

This session will highlight an assortment of issues that have been identified by the Ambassador Animal SAG as trending hot topics. Speakers will touch on different aspects of ambassador animal programming, including concerns and solutions from a variety of perspectives in the industry. Participants will get a quick look at how different institutions are contributing to best practices in live animal presentations, and will leave with resources to help augment their programs. Session topics include partnerships with animal programs, research, and departmental structure.

**Moderator:** Katie Manion, Curator of Bronx Zoo Education, Wildlife Conservation Society

**Ambassador Manager Seeks Tractable Chinchilla for Long-Term Working Relationship: RIL TAG and AASAG Collaborations for Sustainable Populations**
- Kenton Kerns, Small Mammal House Assistant Curator, National Zoological Park

**Partnering with Program Leaders and TAGs to Optimize Ambassador Animal Roles**
- Emily Insalaco, Curator of Behavioral Husbandry and Animal Ambassadors, Denver Zoo

**Ambassador Animal Collaborations Across Party Lines**
- Nicki Boyd, Associate Curator of Behavioral Husbandry, San Diego Zoo

**So Much Research, So Little Time! What We Know (and Don’t Know) about Ambassador Welfare**
- Dr. Bonnie Baird, Animal Welfare Scientist, Woodland Park Zoo

**Beyond Dollars and Animal Facts: Methods for Studying a Range of Mission-Based Visitor Outcomes from Ambassador Animal Experiences**
- Shelly Rank, Research and Evaluation Associate, Wildlife Conservation Society

**Conservation Intent to Conservation Action: Maximizing Animal Ambassador Programs for Meaningful Environmental Impact**
- Nicolette Canzoneri, Project Manager, Action Research

**Ambassador Animals: Who Runs YOUR Show? Part 1: Animal Care Staff**
- Tanya Paul, Animal Curator, Oregon Zoo

**Ambassador Animals: Who Runs YOUR Show? Part 2: Education Staff**
- Marina Haynes, General Curator, Elmwood Park Zoo
- Cher Vatalaro, Director of Conservation Education, Lehigh Valley Zoo

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**Centers for Sustainable Populations: Answering the Call to Do Our Part**

The way in which we are currently managing animal populations in AZA is not sustainable long-term. Due to the limited capacity zoos and aquariums have to house large populations, immediate action needs to be taken by all zoos and aquariums to prevent the loss of species and ensure biodiversity in our future collections. Several zoos and aquariums are tackling this space problem by creating large breeding centers that focus on the sustainability of specific species. This session will include tips, logistics, design, partnering options and lessons learned from facilities beginning the process or currently running one of these sustainability centers.

**Moderator:** Michelle Hatwood, General Curator, Freeport-McMoRan Audubon Species Survival Center

**Intro: Why Sustainability Breeding Centers?**
- Dr. Bob Wiese, Chief Life Sciences Officer, San Diego Zoo Global

**St. Louis Property – Decision to Acquire Property and Early Planning**
- Martha Fischer, General Curator – North Campus, Saint Louis Zoo

**Phoenix Zoo – the Early Stages of Sustainability Center Planning**
- Bert Castro, President/CEO, Phoenix Zoo

**Calgary Zoo’s Devonian Wildlife Conservation Centre – Now and Future**
- Jamie Dorgan, Director of Animal Care, Calgary Zoo

**Alliance for Sustainable Wildlife: an Audubon Nature Institute and San Diego Zoo Global Partnership**
- Steve Metzler, Henshaw Curator of Mammals, San Diego Zoo Safari Park
- Michelle Hatwood, General Curator, Freeport-McMoRan Audubon Species Survival Center

**The Wilds: A Well Established Conservation Center**
- Lewis Greene, Senior VP for Animal Care & Conservation, Columbus Zoo and Aquarium

continued
Designing Transparency: Lifting the Curtain on Our Treatment of Animals in Our Care

Everyone loves to go “behind the scenes” at a zoo or aquarium. This unique panel includes curators, designers, educators, marketers, organizational leaders and guest-facing staff to share their stories of how authentic and intentional transparency in the on-site experience both connects guests to animals and enhances animal care. Our stories include the conservation of otters in Monterey Bay, training of dolphins for the move of a lifetime, dissection of a sea lion, and getting nose-to-nose with a sloth and a baby giraffe. We will create an open dialogue with session participants so that collectively we expand our engagement tool-kits.

**Moderator:** Jacqueline Bershad, VP Planning & Design, National Aquarium

- **Follow Our Journey: The Design Geek View of Transparency**
  - Jacqueline Bershad, VP Planning & Design, National Aquarium

- **Controlling Perception: Lead with Your Words/Support It with Solid Design**
  - Becca Hanson, Principal, Studio Hanson|Roberts

- **A Tale of Transparency with Penny the Giraffe Calf**
  - Jenny Koch, Marketing Director, Cheyenne Mountain Zoo

- **Going behind the Curtain of Animal Welfare through Encounters**
  - Sarena Randall Gill, Program Animal Specialist, Oregon Zoo

- **Behind the Fur: Telling the Conservation Story of the Southern Sea Otter**
  - Andrea Satterfield, Daily Tour Coordinator, Monterey Bay Aquarium

- **Behind the Bark: Communicating Animal Care from Diagnosis to Death**
  - Adam Ratner, Guest Experience Manager, The Marine Mammal Center

- **Opening The Doors to an Offsite Facility**
  - Ashleigh Clews, Curator, Animal Care and Rescue Center, National Aquarium

Engaging Millennials: Fundraising and Membership Strategies

Millennials are evolving as future generation philanthropists. Zoos and aquariums must understand this generation of change agents, as they are part of the foundation for your organization’s financial future! Bring your energy and creative ideas to an interactive, lively session with expert panelists from membership, development and marketing. Through interactive discussions, you will take home strategies that explore emotional marketing, tailored membership programs, and revitalized opportunities to engage millennials in fundraising.

**Moderator:** Sara Greene, Director of Development Partnerships, League of Conservation Voters

- **Engaging Millennials to Become Members**
  - Mathew Burkholder, Director of Community Engagement, Oklahoma Zoological Society
  - Cressie Lewis, Esq., Individual Giving Manager, Zoo Atlanta
  - Sarah Crupi, Executive Director, Cleveland Zoological Society

- **Transitioning a Millennial Member to a First-time Donor**
  - Samantha Capparelli, Director of Development Annual Giving, Zoo Miami Foundation
  - Nikki Smith, Director of Development, Jacksonville Zoo and Gardens

- **Sustaining Millennial Donors**
  - Susan Altrui, Executive Director, Little Rock Zoo
  - Alexandra Field, Assistant Director of Individual Giving, John G. Shedd Aquarium

- **Recruitment, Transitioning and Retainment**
  - Michelle Benson, Senior Director of Marketing and Communication, Minnesota Zoo
**Making the Most of Special Conservation Days**

Each year AZA members get involved in a variety of ways to celebrate several special days, weeks and months. Earth Day, Endangered Species Day and World Oceans Day, which fall within AZA’s Party for the Planet season, are just a few of the more popular events that provide zoo and aquarium visitors with fun events that enable them to take action for our planet. This session will highlight some of the “best of” events and activities at AZA-accredited aquariums and zoos and discuss how these days can advance your conservation mission and empower your guests to take action.

**Moderator:** Bill Mott, Executive Director, The Ocean Project

**AZA and Special Recognition Days**
- Rob Vernon, Senior VP, Communications and Marketing, Association of Zoos and Aquariums
- There’s a Day for Everything Now – How to Make Yours Stand Out!
  - Kat Rumbley, Marketing & Group Sales Manager, Arizona Sonora Desert Museum

**Engaging Guests in Conservation Action for Endangered Species Day**
- Kelly Matis, VP Education & Conservation, Mystic Aquarium

**Everything Ends up in the Ocean: Connecting an Inland Audience to Distant Coastlines with World Oceans Day Events**
- Katie McMahon, Manager of Education and Conservation, Ripley’s Aquarium of Canada

**Building Conservation Out of Sand Castles**
- Ed Mastro, Interim Director, Cabrillo Marine Aquarium

**Supporting the Mental Health of Your Staff and Volunteers – The Human Side of Working with Animals**

Join us for a discussion on volunteer mental health. Learn what other institutions are doing to support their volunteers and staff through tough times. We will be sharing ways to establish a system of support to help other volunteer managers maintain their own mental wellness. Panelists have consulted with their institutions legal and human resource departments to include their perspectives as well. We hope that attendees will gain some new ideas involving how to provide a supportive community while respecting professional and legal boundaries.

**Moderator:** Raeiene Child, Manager of Youth Volunteers and Internships, Aquarium of the Pacific

**Panelists**
- Melinda Shutler, Conservation Engagement Coordinator-SAMI, Point Defiance Zoo & Aquarium
- Jacqueline Peeler, Manager of Living Collections, Museum of Science

**The Collaborative Effort of Rescuing, Rehabilitating and Caring for Tyonek, an Endangered Cook Inlet Beluga Whale**
- Steve Aibel, Senior Director Marine Mammals, John G. Shedd Aquarium

**The Conservation Match Game**

Conservation can be like a match game. When differing opinions and solutions come together, conservation success can nearly be ensured. But how do we get there? This panel will explore how different disciplines can direct their skillsets towards animal recovery, and follow up with a game show style question and answer round that highlights the ways people with different skillsets approach saving animals from extinction—and how tapping into all of their expertise may lead to greater conservation success.

**Moderator:** Kayla Ripple, SAFE: Saving Animals From Extinction Coordinator, Association of Zoos and Aquariums

**One-size Never Fits All**
- Jim Wharton, Director of Conservation Engagement and Learning, Seattle Aquarium

**The ART of Science to Conserve Species**
- Dr. Rachel Santymire, Director, Davee Center for Epidemiology & Endocrinology, Lincoln Park Zoo

**Collaboration Involving SAFE and Governmental Recovery Programs**
- Michael Mace, Corporate Director of Animal Collections, San Diego Zoo Global

**Marketing Conservation: How Do We Bring Awareness to the Issues?**
- Candice Rennels, Director of Public Relations, Oklahoma City Zoo and Botanical Garden
What is the Purpose of Zoos and Aquariums?

What do we, as AZA professionals, believe is the purpose of our institutions? Four perspectives will be presented and we will invite audience members to join the panel and argue their positions. Live audience polling and virtual feedback will take place as each speaker presents their argument so that audiences can be engaged in an ongoing conversation with the speakers as well as with each other. Audience members are asked to actively participate and engage in reflection and discussion about the purpose of zoos and aquariums now and into the future.

**Moderator:** Dr. Wei Ying Wong, Vice President, Learning & Innovation, Woodland Park Zoo

*Giving the Community What They Want*
- Tony Vecchio, Executive Director, Jacksonville Zoo and Gardens

*Improving Quality of (Human and Non-human) Life for the Community*
- Keith Winsten, Executive Director, Brevard Zoo

*Igniting a Social Movement*
- Robin Keith, Director of Vision, Innovation and Strategy, San Diego Zoo Global

*Shaping Values and Influencing Social Norms*
- Dr. Wei Ying Wong, Vice President, Learning & Innovation, Woodland Park Zoo

Zoos and Aquariums as Climate Resilience Resources

How can zoos and aquariums position themselves both as trusted climate change and conservation educators, and active resources in building more resilient and adaptive communities? The need to understand regional climate change impacts and build resilience and capacity not only makes good business sense, but recognizes the expanding role that zoos and aquariums may play in an uncertain future. Offering a range of perspectives spanning physical to social resilience, our panelists will demonstrate how institutions like ours can help communities adapt to climate change, recover identity, transform and grow.

**Moderator:** Dr. Zosia Brown, Resource Conservation & Sustainability Supervisor, Woodland Park Zoo

*Climate Change Resilience and Restoration Efforts in New Orleans and Coastal Louisiana*
- Dr. G. Paul Kemp, Adjunct Professor, Louisiana State University

*Calgary Zoo Floods: Response, Rebuild and Resilience*
- Darryl Dziadyk, Facilities Director, Calgary Zoo

Zoos, Aquariums, and K-12: A Beautiful Partnership that Goes Beyond the Field Trip

Do you feel like you see a sea of students for 45 minutes, never to see them again? Do you wonder if these programs are making a difference? Learn about a way to engage school audiences that focuses on building relationships. Panelists will share their experiences with these partnerships and how students gain empathy for wildlife and become empowered to act. We will tackle the challenge of evaluating programs whose goals include empathy, inquiry, and action; not how many facts were memorized! Participants will leave with ideas that can bring a new level of engagement to their school programs.

**Moderator:** DeAndra Ramsey, School Program Coordinator, Houston Zoo

*Building Meaningful Relationships: Empowering Students to Save Animals in the Wild*
- DeAndra Ramsey, School Program Coordinator, Houston Zoo

*Leveraging School Partnerships for Our Mission*
- Megan Medley, Director of Programming, Education, Wildlife Conservation Society

*Turning Contestants into Change Agents: How the UNLESS Contest Fosters the Next Generation of Conservationists*
- Bradley Smith, Learning and Engagement Specialist, Philadelphia Zoo

*Innovations in Fostering the Next Generation of Zoo and Aquarium Supporters*
- Lauren Watkins, Ph.D. Candidate, School of Forest Resources and Conservation, University of Florida

*Articulating and Evaluating Outcomes of School Partnership Programs*
- Dr. Joy Kubarek, Senior Research Associates, PEER Associates
Zoo Day at the Audubon Zoo

By the end of the conference, we know you’ve become a pro at enjoying the New Orleans’ Downtown in the French Quarter and the Central Business District. Now, it’s time to roll Uptown! Meet at the Transportation Center at the Convention Center and board one of our complimentary buses to come join us as the staff, volunteers, and animals of Audubon Zoo welcome you to our home in Audubon Park. Surrounded by ancient live oaks dripping with Spanish moss in an historic park nestled in a bend in the Mississippi River, Audubon Zoo celebrates wildlife with both stunning grounds and structures dating back to the early 1900s blended with jaw-dropping state-of-the art new exhibits, like our lion habitat, which just opened in May.

Upon arrival, you’ll have the opportunity to explore the Zoo and enjoy lunch at any open concessions location. Make sure you visit with our staff and volunteers throughout the Zoo so we can share with you our history and our programs that make Audubon Zoo unique. From the historic Odenheimer Sea Lion Pool, to our veterinary hospital, to Jaguar Jungle, we can’t wait to show you our world.

Whether you take a leisurely stroll around the Zoo or enjoy a peak into our programs and behind-the-scenes areas, some truly special treats are in store throughout the day. Take Cajun dance lessons in the Fais Do-Do Ballroom of the award-winning Louisiana Swamp exhibit. Make sure to visit with our team at our newly opened African lion exhibit and feel free to climb Monkey Hill, once the highest point in New Orleans. If you dare, you can even make like a New Orleans native and take a roll down the hill!

Oh, and did we remind you to bring your bathing suit?! We aren’t kidding—the Cool Zoo splash park and Gator Run lazy river will be open 12:00 – 6:00 PM. There, you can enjoy cocktails, tasty bites, and a spin around Gator Run on an inner tube. How many times can you say you went swimming at Zoo Day?

After Happy Hour, we have a special treat to lead us back to the Capital One Bank Stage and Field. By now, you know that New Orleanians are obsessed with making sure our guests are well-fed, so we can’t wait to treat you to another great meal while you enjoy some of the more eclectic entertainment that our city has to offer. Ever had your palm read? Commissioned the work of a street poet? Well, this is your chance! Live music will follow dinner and then our DJ will get you on your feet (if you aren’t already there).

Whew! What a way to celebrate another amazing conference. The party wraps up at 10:00 PM with buses to bring you back to the Convention Center.

**Buses will depart beginning at 11:30 AM from the Convention Center Transportation Center at the corner of Convention Center Blvd and Calliope Street (main pickup location). See map on page 13.**
THURSDAY, SEPTEMBER 12

8:00 AM – 9:30 AM  Exhibit Hall E
**IMATA Formal Presentations – Cetaceans**

**Social Learning in Captive Beluga Whales (Delphinapterus leucas)**
- Debora Silva, Marine Mammal Trainer, Marineland Canada

**Autonomous Foraging and Cognitive Research with Dolphins at The Seas**
- Heidi Harley, Professor of Psychology & Director of Environmental Studies, New College of Florida & Disney’s Epcot’s The Seas

**Transitioning to a Mixed Species Habitat Influences Killer Whale Time Budgets and Enhances Animal Welfare**
- Brittany Nollens, Senior I, Trainer, SeaWorld San Diego

**Are Your Marine Mammals’ Eyes Healthy?**
- Jeff Wyatt, DVM, Director of Wildlife Health & Conservation, Seneca Park Zoo

**How Much Can You Remember? Operative Memory Capacity as Mental Stimulation in Bottlenose Dolphins (Tursiops truncatus)**
- Ricardo Ruiz, Marine Mammal Trainer, Welfare Husbandry & Innovative Training

9:30 AM – 10:00 AM  Exhibit Hall E
**Refreshment Break**

10:00 AM – 11:30 AM  Exhibit Hall E
**IMATA Informal Presentations**

**Um, I’m Done Thanks – Offering End of Session Choice**
- Briana Cooper, Assistant Curator of Mammals and Birds, Downtown Aquarium Denver

**Brachial Blood for Beginners: The Training and Collection of Blood in California Sea Lions**
- Miranda Bovy, Sea Lion Trainer, Audubon Nature Institute – Audubon Zoo

**Safety Through Training: Teaching a “Reverse Recall” to a Sumatran Tiger**
- Briana Cooper, Assistant Curator of Mammals and Birds, Downtown Aquarium Denver

**Sea Otters in Animal Ambassador Programs: Training, Storytelling, and Conservation Messaging**
- Molly Orr, Audubon Aquarium of the Americas

The Importance Of Training Trainers
- Charlotte Raven, Animal Trainer, zoOceanarium Group

In Defense of Dolphins in Zoological Habitats: A Caribbean Perspective
- George Kieffer, Director of Dolphins and Programs, Dolphin Academy

Let’s All Get Along – Relationship Between Veterinarians and Animal Care Specialists
- Gabrielle Harris, Curator of Animal Welfare & Behaviour Management, South African Association for Marine Biological Research

6:30 PM – 11:59 PM  Exhibit Hall E
**IMATA Awards Banquet**
All IMATA attendees are invited to this annual event recognizing excellence in marine animal training. A reception occurs from 6:30 PM – 7:00 PM, with dinner and cash bar to follow.

Reception Gold Sponsor:
Banquet Platinum Sponsor:
Don’t miss these immersive professional development opportunities offered by AZA!

Fall 2019 & Spring 2020 Professional Development Course Calendar

FALL 2019

OCTOBER

OCTOBER 28–31, 2019
PRINCIPLES OF ELEPHANT MANAGEMENT II
Hosted by Houston Zoo in Houston, TX
Who should attend? Elephant care managers, curators, and experienced elephant care professionals
Registration Deadline: Monday, September 30

NOVEMBER

NOVEMBER 11–16, 2019
CREATING SUCCESSFUL EXHIBITS
Hosted by Clayton Plaza in St. Louis, MO
Who should attend? Exhibit designers, educators, and animal care staff involved in the exhibit design process
Registration Deadline: Monday, October 14

PRINCIPLES OF PROGRAM ANIMAL MANAGEMENT
Hosted by Clayton Plaza in St. Louis, MO
Who should attend? Educators, animal care staff, and others working with ambassador animal programs
Registration Deadline: Monday, October 14

SPRING 2020

FEBRUARY

FEBRUARY 10–15, 2020
AVIAN MANAGEMENT, BIOLOGY AND CONSERVATION
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Bird keepers as well as managers and keepers interested in more avian experience
Early Bird Registration deadline: Monday, November 18

CONSERVATION EDUCATION: EFFECTIVE PROGRAM DESIGN
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Educators, volunteer coordinators, exhibit designers, and ambassador animal staff
Early Bird Registration deadline: Monday, November 18

INSTITUTIONAL RECORDS KEEPING
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Registrars, ZIMS users, and other staff who manage records
Early Bird Registration deadline: Monday, November 18

MANAGING FOR SUCCESS: CAREER DEVELOPMENT
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Aspiring and current supervisory-level staff. Any level manager new to the industry will also benefit
Early Bird Registration deadline: Monday, November 18

MANAGING FOR SUCCESS: ORGANIZATIONAL DEVELOPMENT
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Experienced supervisory-level staff. Must complete prerequisite course, Career Development, to attend
Early Bird Registration deadline: Monday, November 18

PRINCIPLES OF ELEPHANT MANAGEMENT I
Hosted by the Oglebay Resort, Wheeling, W. Va.
Who should attend? Elephant care professionals
Early Bird Registration deadline: Monday, November 18

FEBRUARY 22–27, 2020
ENVIRONMENTAL ENRICHMENT IN ZOO AND AQUARIUM SETTINGS
Hosted by Disney's Animal Kingdom, Orlando, Fla.
Who should attend? Enrichment specialists, keepers, aquarists, and general animal program or animal care staff
Early Bird Registration Deadline: Saturday, November 30

FEBRUARY 29 – MARCH 5, 2020
BEST PRACTICES IN ANIMAL KEEPING
Hosted by ZooTampa, Tampa, Fla.
Who should attend? Keepers, aquarists, trainers, and general animal care staff (1–3 years of experience preferred)
Early Bird Registration Deadline: Saturday, December 7

APRIL

APRIL 17–24/25*, 2020
CROCODILIAN BIOLOGY AND PROFESSIONAL MANAGEMENT
Hosted by St. Augustine Alligator Farm, St. Augustine, Fla.
Who should attend? Herpetologists, biologists, husbandry managers, keepers, trainers and all other staff who work with crocodilians
Registration open in October

MAY

MAY 3–8, 2020
ANIMAL WELFARE: EVIDENCE-BASED MANAGEMENT
Hosted by Chicago Zoological Society - Brookfield Zoo, Brookfield, Ill.
Who should attend? Lead keepers, supervisors, managers, curators, and other management-level animal care professionals
Registration open in November

Ready To Register?
AZA offers 17 courses through its Professional Development Program. Visit www.aza.org/courses for more information and to enroll in a course today!

Get Financial Support Through Professional Development Scholarships!
Visit www.aza.org/scholarships to learn more and apply for AZA’s annual Professional Development Scholarships. Applications become available in May and are due by mid-July.
AZA’s Professional Development Program

Each year, AZA offers seven scholarship opportunities open to individual AZA members affiliated with an accredited or certified facility to cover the costs associated with course tuition, meals, lodging, and travel to attend AZA’s professional development courses.

AZA would like to extend a special thank you to our generous sponsors, all of whom make these scholarship opportunities possible!

AZA Scholarship Awards

Congratulations to the 2019–2020 scholarship recipients! Look out for the September edition of AZA’s Insight, and the November issue of AZA’s Connect, to see the awardees for this year’s scholarship cycle.

DISNEY’S ANIMAL KINGDOM® DIVERSITY ADVANCEMENT SCHOLARSHIP

As part of AZA’s larger commitment to diversity, this scholarship is sponsored by Disney’s Animal Kingdom to support professional training for members of an underrepresented group within the zoo and aquarium community. Recipients demonstrate strong leadership skills, understand the importance of cultivating a culture that celebrates diversity, and eagerly take the initiative in serving this aspect of their facility and community.

Sponsor: Disney’s Animal Kingdom®

JEFF SWANAGAN MEMORIAL SCHOLARSHIP

This scholarship is offered in memory of Jeff Swanagan, a past Executive Director of the Columbus Zoo & Aquarium, whom saw endless potential both to touch the lives of people and to save the lives of animals. To capture this idea he coined the phrase, “touch the heart to teach the mind.” Recipients avidly share and support Jeff’s philosophy, and identify ways to implement this inspirational belief in conjunction with their facility’s mission.

Sponsor: Columbus Zoo & Aquarium

GARY CLARKE & CLAYTON FREIHEIT SCHOLARSHIP

This scholarship honors two people who demonstrated a commitment to mentoring younger professionals throughout their careers within AZA zoos and aquariums. It is named after Gary Clarke, former director of the Topeka Zoo, and Clayton Freiheit, former president/CEO of Denver Zoo. Recipients of this scholarship demonstrate a zeal for mentorship and possess profound leadership potential within the zoo and aquarium industry.

Sponsor: Denver Zoo

MARGARET A. DANKWORTH MANAGEMENT SCHOLARSHIP

When AZA became an independent association in 1972, Margaret Dankworth was chosen as its first Executive Secretary. Margaret managed the Association’s affairs during its crucial early years, and was instrumental in establishing the AZA Management School courses still hosted in Wheeling, WV to this day. Successful applicants for the Margaret A. Dankworth Management Scholarship exhibit strong leadership ability, or leadership potential, and a pervasive commitment to professional growth.

Sponsor: Columbus Zoo & Aquarium

ROBERT O. WAGNER SCHOLARSHIP

This scholarship is offered in recognition of the outstanding achievements of Robert O. Wagner, a past Executive Director and a past Chief Administrative Officer for AZA. During his tenure, AZA grew significantly in budget, membership, and conservation funding. Recipients for the Robert O. Wagner award exemplify extensive professional involvement in AZA programs or other conservation activities, robust leadership ability or leadership potential, and a dedication to professional growth.

EMERGING PROFESSIONAL TUITION SCHOLARSHIPS

Founded in 2012, these scholarships were created to support professionals who have worked at a zoo, aquarium or related facility for less than 5 years. Recipients illustrate a clear set of goals for their career path and actively seek ways to pursue excellence within their role at their facility and beyond to accomplish these goals. This scholarship funds two emerging professional tuition awards, one for an aquarium professional and one for a zoo professional. This scholarship covers the cost of tuition only to any non-management related AZA course.

For more information on AZA’s Scholarship Program please visit our scholarships page here: www.aza.org/scholarships.

AZA’s next scholarship cycle will begin in mid-May with applications due by mid-July. Additional details and submission dates will be shared in spring 2020.
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AZA’s Professional Development Program

Each year, AZA offers seven scholarship opportunities open to individual AZA members affiliated with an accredited or certified facility to cover the costs associated with course tuition, meals, lodging, and travel to attend AZA’s professional development courses.

AZA would like to extend a special thank you to our generous sponsors, all of whom make these scholarship opportunities possible!

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POSTER PRESENTATIONS

A bongo calf bred as part of the Alliance for Sustainable Wildlife in its habitat at Freeport-McMoRan Audubon Species Survival Center.

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Transparent is the New Green
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www.vector-foiltec.com
Image: The New Mangrove Hall at Burgers’ Zoo
Posters will be on display during Exhibit Hall Hours in the rear of the Exhibit Hall. Authors of each poster will be present for discussion during the Poster Reception, Tuesday, September 10, from 5:30 PM – 7:00 PM. Beer, wine, and light appetizers will be served.

POSTERS ARE LISTED BY PRIMARY TRACK.

ANIMAL MANAGEMENT, HEALTH & WELFARE

Age-related Changes in Behavior and Glucocorticoid Production by Somali Wild Ass Foals (*Equus africanus somaliensis*)

- Corinne Kozlowski, Endocrinologist, Saint Louis Zoo
- Eli Baskir, Saint Louis Zoo
- Helen Clowitter, Saint Louis Zoo
- Tim Thier, Saint Louis Zoo
- Martha Fischer, Saint Louis Zoo
- David M. Powell, Saint Louis Zoo
- Cheryl S. Asa, Saint Louis Zoo

Analysis of Maternal Behaviors from Labor to Cub Removal in Captive Amur Leopards

- Teresa Sauer, Student, Fairfield University
- Alanna Goldy, Student
- Morgan Hansen, Student
- Jim Knox, Connecticut’s Beardsley Zoo
- Rob Tomas, Connecticut’s Beardsley Zoo
- Ashley Byun, Associate Professor, Fairfield University

Behavioral Responses of Tigers (*Panthera tigris*) to Olfactory Stimuli at the Bronx Zoo, New York

- Hannah Dancy, Masters Student, Columbia University

Behavioral Thermoregulation in Asian Elephants at Audubon Zoo: Shade Seeking and Pool Usage

- Michael Rowe, Assistant Professor of Physiology, Dillard University

Captive Populations as a Tool for Wildlife Research: Non-invasive Methods Assess the Stress Hormones and Health of Gentoo Penguins

- Jessica Karon, Graduate Student, College of Charleston

Cetacean Welfare Study: Accredited Institutions Unite to Continuously Improve the Welfare of Cetaceans in Zoos and Aquariums

- Lisa Lauderdale, Postdoctoral Fellow, Chicago Zoological Society – Brookfield Zoo

Change in Social Spacing in Captive Western Lowland Gorillas During Reproductive Period

- Katherine Christie, Student, University of Georgia

Changes in the Demographic and Genetic Status of AZA Animal Populations Over Time

- Judy Che-Castaldo, Research Scientist, Lincoln Park Zoo

Characterizing the Reproductive Biology of Zoo-housed Bactrian Camels (*Camelus bactrianus*) Using Fecal Hormone Metabolite Analysis

- Katherine Fowler, Endocrinology Laboratory Associate, Lincoln Park Zoo

Connections of the Zoo Staff-Animal Bond and Ambassador Cheetah (*Acinonyx jubatus*) Welfare

- Britany Fischer, Graduate Student, Center for Human-Animal Interactions Research & Education at The Ohio State University

Designing and Collaborating for Pangolin Husbandry Advancement

- Amy Roberts, Senior Curator of Mammals, Brookfield Zoo

Dig It: Facilitating Intrinsically Reinforcing Natural Behavior for Two Species of Mole Rats at the Philadelphia Zoo

- Michael Stern, Curator of Primates & Small Mammals, Philadelphia Zoo

Do Animal Care Staff Perceptions of Social Bonding Predict Oxytocin Concentrations in Western Lowland Gorillas (*Gorilla gorilla gorilla*)?

- Austin Leeds, Research Manager, Disney’s Animal Kingdom
- Mandi Schook, Science Operations Director, Disney’s Animal Kingdom
- Patricia Dennis, Epidemiologist, Cleveland Metroparks Zoo
- Tara Stoinski, President and CEO/Chief Scientific Officer, Dian Fossey Gorilla Fund International
- Mark Willis, Department of Biology Chair, Case Western Reserve University
- Kristen Lukas, Director of Conservation & Science, Cleveland Metroparks Zoo

Do Evening Zoo Events Influence Daytime Activity of Nearby Animals?

- Cathleen Cox, Zoo Research Director, Los Angeles Zoo & Botanical Garden

Do Routine Human-Animal Interactions Have the Physiological Responses We Expect?

- Matthew Heintz, Research Associate, Detroit Zoological Society
- Grace Fuller, Manager of Applied Animal Welfare Science, Detroit Zoological Society
- Stephanie Allard, Director of Animal Welfare, Detroit Zoological Society

Don't Jinx It!: The Impact of Maternal Training on the Development of Natural Maternal Behaviors in a Naive 0.1 Mandrill

- Courtney Eparvier, Curator of Primates and Sea Lions, Audubon Nature Institute
- Melissa Passman, Primate Animal Care Staff, Audubon Nature Institute
- Amanda Fyfe, Primate Animal Care Staff, Audubon Nature Institute
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• Stephen Hammock, Herpetology Keeper, Saint Louis Zoo
• Mark Wanner, Zoological Manager of Herpetology & Aquatics, Saint Louis Zoo
• Lauren Augustine, Curator of Herpetology & Director of the Ron Goellner Center for Hellbender Conservation, Saint Louis Zoo
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• David Powell, Director of Research: Reproductive and Behavioral Sciences, Saint Louis Zoo

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- Lisandro Moran, Research Professional, Venezuelan Institute of Scientific Research
- Leonel Ovalle, Curator of the Red Siskin Conservation Center, Provita
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- Joel Richard, Head of Web & IT Services, Smithsonian Libraries, Smithsonian Institution; Technical Coordinator, Biodiversity Heritage Library (ORCID: 0000-0002-4589-2351)
- Katerina Ozment, Student, University of Oklahoma (ORCID: 0000-0003-2865-3735)
- Taylor G. Smith, Student, Bowie State University (ORCID: 0000-0003-2995-7511)

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**An Old Dolphin and a New Behavior: A Surprising Twist on an Established Open Water Training Protocol**
- George Kieffer, Director of Dolphins and Programs, Dolphin Academy Curacao

**Dolphins Can Identify Conspecifics Using Urine Cues: Experimental Evidence Gathered Through Cross-modal Playbacks**
- Samantha Sheppard, Oklahoma State University

**Eye Spy Inside: Behavioral Training of an Endoscopy for Preventative Health Care with a Beluga (Delphinapterus leucas)**
- Lindsey Nelson, Senior Trainer of Cetaceans & Pinnipeds, Mystic Aquarium

**Human Perception of Dolphins in Captivity**
- Alexander Sweet, Student, Beacon College

**Interpreting the “Minds in the Water” – Incorporating Research Topics into Everyday Public Presentations**
- Emily Guarino, Director of Research Training & Data Collection, Dolphin Research Center

**Olfactory Training: Using a Polar Bear’s Best Sense in Behavior Modification**
- Christina Caporale, Zookeeper, North Carolina Zoo

**One-eyed Wonder: Training a Visually-impaired Harbor Seal (Phoca vitulina) on a Cognitive Task**
- Lauren Miller, Biologist, Moody Gardens

**Preliminary Results from Photo Identification Surveys of Amazon River Dolphins of the Lower Rio Negro in Brazil**
- Suzanne Smith, Executive Director, Amazon River Dolphin Conservation Foundation (ARDCF)

**Providing Husbandry Care for a Disabled Geriatric Rescue Sea Lion**
- Kyle Hetzel, Marine Mammal Animal Care Specialist, Six Flags Discovery Kingdom

**The Chicago Zoological Society’s Dolphin Welfare Program: Using Surveys to Assess Welfare for Bottlenose Dolphins (Tursiops truncatus)**
- Nicole Booton, Marine Mammal Animal Care Specialist, Chicago Zoological Society – Brookfield Zoo

**The Extinction of the Male California Sealion’s Aggressive Behavior Using DRO**
- Takaya Maruno, Trainer, Katsurahama Aquarium

**Trainer Ratings of Individual Differences of Marine Mammals**
- Heather Hill, Professor, St. Mary’s University

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<td>Frontiers North Adventures</td>
<td><a href="http://www.frontiersnorth.com">www.frontiersnorth.com</a> P.O. Box 40063, RPO Lagimodiere Winnipeg, MB R2C4P3 (204) 949-2050 <a href="mailto:grant.chem@frontiersnorth.com">grant.chem@frontiersnorth.com</a> At Frontiers North Adventures we host our guests on expert-guided trips into Canada’s north.</td>
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<tr>
<td>Gateway Ticketing Systems, Inc.</td>
<td><a href="http://www.gatewayticketing.com">www.gatewayticketing.com</a> 445 County Line Road Gilbertsville, PA 19525 (610) 473-4128 <a href="mailto:dwalp@gatewayticketing.com">dwalp@gatewayticketing.com</a> Gateway is so much more than just ticketing. Admission control. Revenue Generation. 24/7/365 support!</td>
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<tr>
<td>GLORY</td>
<td><a href="http://www.glory-global.com">www.glory-global.com</a> 3333 Warrenville Road, Suite 310 Lisle, IL 60532 (630) 577-1024 <a href="mailto:peterwolf@glory-global.com">peterwolf@glory-global.com</a> Global leaders in cash automation solutions.</td>
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</table>
**EXHIBITORS**  
*As of August 22, 2019. Published as provided by exhibiting companies.*

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Booth #</th>
<th>Website</th>
<th>Address</th>
<th>Phone</th>
<th>Contact Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOPO Trains</td>
<td>242</td>
<td><a href="http://www.gopotrains.com">www.gopotrains.com</a></td>
<td>3355 19th Ave SW, Naples, GA 34117</td>
<td>(239) 315–3365</td>
<td><a href="mailto:gopotrading@yahoo.com">gopotrading@yahoo.com</a></td>
<td>GOPO Trains is a European manufacturer of ‘people movers’ since 1986 – now built in USA!</td>
</tr>
<tr>
<td>GP Designs, Inc.</td>
<td>331</td>
<td><a href="http://www.gpdesigns.biz">www.gpdesigns.biz</a></td>
<td>318 E. 12th St., Marion, IN 46952</td>
<td>(765) 661–5664</td>
<td><a href="mailto:rdillon@gpdesigns.biz">rdillon@gpdesigns.biz</a></td>
<td>Commercial Halloween, Christmas and other holiday and custom decorations AND metal plasma art.</td>
</tr>
<tr>
<td>Handsome Little Devils – Conservation Celebrations</td>
<td>249</td>
<td><a href="http://www.handsomelittledevils.com">www.handsomelittledevils.com</a></td>
<td>1477 Raleigh St., Denver, CO 80204</td>
<td>(720) 299–1264</td>
<td><a href="mailto:parkhill1998@gmail.com">parkhill1998@gmail.com</a></td>
<td>Entertaining, interactive performances inspiring guests to support your conservation efforts.</td>
</tr>
<tr>
<td>Holbrook Travel</td>
<td>705</td>
<td><a href="http://www.holbrooktravel.com">www.holbrooktravel.com</a></td>
<td>3540 NW. 13th St., Gainesville, FL 32609</td>
<td>(800) 451–7111</td>
<td><a href="mailto:chris@holbrooktravel.com">chris@holbrooktravel.com</a></td>
<td>Educational, experiential small-group travel for zoo and aquarium members, donors and staff.</td>
</tr>
<tr>
<td>Hurricane Simulator</td>
<td>348</td>
<td><a href="http://www.hurricanesimulator.com">www.hurricanesimulator.com</a></td>
<td>2804 N. 36th St., Tampa, FL 33605</td>
<td>(813) 316–8747</td>
<td><a href="mailto:shirley.prince@hurricanesimulator.com">shirley.prince@hurricanesimulator.com</a></td>
<td>Bring Wild Winds to your zoo or aquarium! Free! Fun! Educational! Easy! Revenue share!</td>
</tr>
<tr>
<td>IAAPA</td>
<td>433</td>
<td><a href="http://www.iaapa.org">www.iaapa.org</a></td>
<td>9205 Southpark Center Loop, Suite 300, Orlando, FL 32819–8651</td>
<td>(321) 319–7671</td>
<td><a href="mailto:rbaldwin@iaapa.org">rbaldwin@iaapa.org</a></td>
<td>The Global Association for the attractions industry.</td>
</tr>
<tr>
<td>Ideum</td>
<td>642</td>
<td><a href="http://www.ideum.com">www.ideum.com</a></td>
<td>2469 Corrales Road, Building C, Corrales, NM 87048</td>
<td>(505) 792–1110 ext. 7009</td>
<td><a href="mailto:becky@ideum.com">becky@ideum.com</a></td>
<td>We create meaningful experiences and interactives, combining traditional exhibits and technology.</td>
</tr>
<tr>
<td>Imagine Exhibitions, Inc.</td>
<td>320</td>
<td><a href="http://www.imagineexhibitions.com">www.imagineexhibitions.com</a></td>
<td>2870 Peachtree Road, #418, Atlanta, GA 30305</td>
<td>(404) 808–7578</td>
<td><a href="mailto:aruz@imagineexhibitions.com">aruz@imagineexhibitions.com</a></td>
<td>Imagine Exhibitions is currently producing over 35 unique exhibitions worldwide.</td>
</tr>
<tr>
<td>Immotion VR</td>
<td>545</td>
<td><a href="http://www.immotiongroup.com">www.immotiongroup.com</a></td>
<td>1067 Gayley Ave., Los Angeles, CA 90024</td>
<td>(310) 208–2324</td>
<td><a href="mailto:stacy.ignacio@immotiongroup.com">stacy.ignacio@immotiongroup.com</a></td>
<td>Provides zoos and aquariums immersive ‘out-of-home’ VR experiences.</td>
</tr>
<tr>
<td>International Board of Credentialing &amp; Continuing Education Standards</td>
<td>241</td>
<td><a href="http://www.ibcces.org">www.ibcces.org</a></td>
<td>4899 Belfort Road, Suite 190, Jacksonville, FL 32256</td>
<td>(904) 508–0135</td>
<td><a href="mailto:meredith@ibcces.org">meredith@ibcces.org</a></td>
<td>Access grants and program funding, improve guest experience and empower staff with autism certification.</td>
</tr>
<tr>
<td>International Cordage</td>
<td>305</td>
<td><a href="http://www.international-cordage.net">www.international-cordage.net</a></td>
<td>2240 S. 17th St., Phoenix, AZ 85034</td>
<td>(503) 819–8752</td>
<td><a href="mailto:incoarz@yahoo.com">incoarz@yahoo.com</a></td>
<td>Net manufacturing and installation – animal containment/enrichment/transport, kids climbs, bridges and railing.</td>
</tr>
<tr>
<td>IPEX USA, LLC</td>
<td>720</td>
<td><a href="http://www.ipexna.com">www.ipexna.com</a></td>
<td>1425 N. Service Road E., Unit 3, Oakville, ON L6H 1A7</td>
<td>(800) 463–9572</td>
<td><a href="mailto:stephanie.heffernan@ipexamerica.com">stephanie.heffernan@ipexamerica.com</a></td>
<td>IPEX USA, LLC offers a complete line of thermoplastic piping products for zoos and aquariums.</td>
</tr>
<tr>
<td>Jocelyn Russell, LLC – Wildlife Artist</td>
<td>715</td>
<td><a href="http://www.wildlifebronzes.com">www.wildlifebronzes.com</a></td>
<td>P.O. Box 1412, Friday Harbor, WA 98250</td>
<td>(360) 317–4067</td>
<td><a href="mailto:wildlifebronzes@hotmail.com">wildlifebronzes@hotmail.com</a></td>
<td>Monument sculptor for Audubon Zoo’s elephants and lions, and recently, ‘Secretariat’ at 11 feet tall!</td>
</tr>
<tr>
<td>Jolt Lighting</td>
<td>217</td>
<td><a href="http://www.joltlighting.com">www.joltlighting.com</a></td>
<td>4310 E. 142nd St., Grandview, MO 64030</td>
<td>(775) 538–6533</td>
<td><a href="mailto:aodell@joltlighting.com">aodell@joltlighting.com</a></td>
<td>Jolt Lighting is a provider of fun, animated Christmas lighting displays that wow and create impact.</td>
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<tr>
<td>K&amp;K Insurance Group, Inc.</td>
<td>637</td>
<td><a href="http://www.kandkinsurance.com">www.kandkinsurance.com</a></td>
<td>P.O. Box 2338, Fort Wayne, IN 46804</td>
<td>(260) 459–5921</td>
<td><a href="mailto:warren.mead@kandkinsurance.com">warren.mead@kandkinsurance.com</a></td>
<td>K&amp;K is a leading provider of insurance coverage for zoos and aquariums in the U.S.</td>
</tr>
<tr>
<td>KEEN Footwear</td>
<td>633</td>
<td><a href="http://www.keenfootwear.com">www.keenfootwear.com</a></td>
<td>515 NW. 13th Ave., Portland, OR 97209</td>
<td>(503) 545–8235</td>
<td><a href="mailto:thomas.sweeney@keenfootwear.com">thomas.sweeney@keenfootwear.com</a></td>
<td>KEEN is a values-led, independent footwear brand from Portland, Oregon.</td>
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<td>EXHIBITORS</td>
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<td>Kentec Composites</td>
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<td>Landmark Studio &amp; Design</td>
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<td><a href="http://www.kenteccomposites.com">www.kenteccomposites.com</a></td>
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<td><a href="http://www.landmarkstudio.com">www.landmarkstudio.com</a></td>
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<tr>
<td>19054 Crowley Eunice Highway</td>
<td>W184 S8425 Challenger Drive</td>
<td>Muskego, WI 53150</td>
<td>(888) 839–3853 ext. 10</td>
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<tr>
<td>Crowley, LA 70526</td>
<td><a href="mailto:garrett@landmarkstudio.com">garrett@landmarkstudio.com</a></td>
<td>Landmark Studio &amp; Design is at the forefront of custom, sustainable waste and recycling solutions.</td>
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<td>(281) 980–8393</td>
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<td><a href="mailto:kenteccomposites@gmail.com">kenteccomposites@gmail.com</a></td>
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<td>Kern Studios</td>
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<td>Lazy Lizard Travel</td>
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<td><a href="http://www.kernstudios.com">www.kernstudios.com</a></td>
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<td><a href="http://www.lazylizardtravel.com">www.lazylizardtravel.com</a></td>
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<tr>
<td>1380 Port of New Orleans Place</td>
<td>101 Painted Fall Way</td>
<td>Cary, NC 27513</td>
<td>(919) 463–8009</td>
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<tr>
<td>New Orleans, LA 70130</td>
<td><a href="mailto:keith@lazylizardtravel.com">keith@lazylizardtravel.com</a></td>
<td>Su and Keith are the dynamic duo that run this high touch specialist boutique travel agency.</td>
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<td>(504) 321–6008</td>
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<tr>
<td><a href="mailto:joe@kernstudios.com">joe@kernstudios.com</a></td>
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<td>Kessil Lighting</td>
<td>512</td>
<td>LGL Animal Care Products, Inc.</td>
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<td><a href="http://www.kessil.com">www.kessil.com</a></td>
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<td><a href="http://www.lglacp.com">www.lglacp.com</a></td>
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<tr>
<td>1689 Regatta Blvd.</td>
<td>721 Peach Creek Cut Off Road</td>
<td>College Station, TX 77845</td>
<td>(979) 690–3434</td>
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<tr>
<td>Richmond, CA 94804</td>
<td><a href="mailto:jeppes@lglacp.com">jeppes@lglacp.com</a></td>
<td>LGL Animal Care Products, Inc. is a recognized leader in the manufacturing of animal housing.</td>
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<tr>
<td>(510) 620–5204</td>
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<td><a href="mailto:fcchan@kessil.com">fcchan@kessil.com</a></td>
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<td>KMIT Solutions</td>
<td>441</td>
<td>LIVENTIA</td>
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<td><a href="http://www.kmitsolutions.com">www.kmitsolutions.com</a></td>
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<td><a href="http://www.liventia.net">www.liventia.net</a></td>
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<tr>
<td>1955 Midway Drive</td>
<td>12500 Network Blvd., Suite 201</td>
<td>San Antonio, TX 78249</td>
<td>(512) 960–8702</td>
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<td>Twinsburg, OH 44087</td>
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<tr>
<td>(330) 425–2550 ext. 300</td>
<td><a href="mailto:guillermo.fernandez@liventia.net">guillermo.fernandez@liventia.net</a></td>
<td>LIVENTIA – Biotechnology company – 100% natural solutions for your aquarium needs.</td>
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<tr>
<td><a href="mailto:dhunt@kmitsolutions.com">dhunt@kmitsolutions.com</a></td>
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<tr>
<td>Integrated ticketing, membership, point of sale and reservation solutions for attractions!</td>
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<td>KONG/dba KVP International Inc.</td>
<td>743</td>
<td>Madewell Products Corporation</td>
<td>514</td>
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<td><a href="http://www.kvinternational.com">www.kvinternational.com</a></td>
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<td><a href="http://www.madewell.net">www.madewell.net</a></td>
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<tr>
<td>15180 W. 50th Drive</td>
<td>7561 Industrial Court</td>
<td>Alpharetta, GA 30004</td>
<td>(770) 475–8199</td>
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<tr>
<td>Golden, CO 80403</td>
<td><a href="mailto:natalie@madewell.net">natalie@madewell.net</a></td>
<td>Madewell manufactures products for waterproofing new and existing zoo and aquarium structures.</td>
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<tr>
<td>(303) 216–2626</td>
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<tr>
<td><a href="mailto:007pm@kongcompany.com">007pm@kongcompany.com</a></td>
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<td>KONG zoo products <em>NEW</em> “BIG BIG” KONG rubber enrichment for zoo and aquamarine animals.</td>
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<tr>
<td>Lancer Hospitality</td>
<td>232</td>
<td>Mahi International</td>
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<td><a href="http://www.lancercatering.com">www.lancercatering.com</a></td>
<td></td>
<td><a href="http://www.mahint.com">www.mahint.com</a></td>
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<tr>
<td>1415 Mendota Heights Road</td>
<td>5700 West Minnesota St., B2</td>
<td>Minneapolis, MN 55412</td>
<td>(612) 552–2161</td>
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<tr>
<td>Mendota Heights, MN 55120</td>
<td><a href="mailto:alex@mahint.com">alex@mahint.com</a></td>
<td>Mahi International, supply and fabrication of large format acrylic, FRP tanks and filtration systems.</td>
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<tr>
<td>(774) 644–4915</td>
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<tr>
<td><a href="mailto:lbaotista@lancercatering.com">lbaotista@lancercatering.com</a></td>
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<tr>
<td>Cultural attractions, business centers, schools and healthcare facilities – these are just a few of the many clients we serve!</td>
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<tr>
<td>Max-R</td>
<td>603</td>
<td>Mazuri Exotic Animal Nutrition</td>
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<td><a href="http://www.max-r.com">www.max-r.com</a></td>
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<td><a href="http://www.mazuri.com">www.mazuri.com</a></td>
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<tr>
<td>W248 N5499 Executive Drive</td>
<td>1082 County Road F, MS 5380</td>
<td>Shoreview, MN 55126</td>
<td>(636) 742–6143</td>
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<td>Sussex, WI 53089</td>
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<tr>
<td>(888) 868–6297</td>
<td><a href="mailto:events@mazuri.com">events@mazuri.com</a></td>
<td>MAZURI Exotic Animal Nutrition.</td>
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<td>Mazuri Exotic Animal Nutrition</td>
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<td>McRoberts Sales Co., Inc.</td>
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<td><a href="http://www.mazuri.com">www.mazuri.com</a></td>
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<td><a href="http://www.mcrrobertssales.com">www.mcrrobertssales.com</a></td>
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<tr>
<td>1082 County Road F, MS 5380</td>
<td>P.O. Box 489</td>
<td>Ruskin, FL 33575</td>
<td>(813) 645–2561</td>
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<tr>
<td>Shoreview, MN 55126</td>
<td></td>
<td><a href="mailto:michelle@mcrobertssales.com">michelle@mcrobertssales.com</a></td>
<td>Datasheet for frozen whole round fish, shrimp, and shellfish for animal dietary needs.</td>
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<tr>
<td>(636) 742–6143</td>
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<td>McRoberts Sales Co., Inc.</td>
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<td>Meds for Vets Pharmacy</td>
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<td><a href="http://www.mcrrobertssales.com">www.mcrrobertssales.com</a></td>
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<td><a href="http://www.medsforvets.com">www.medsforvets.com</a></td>
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<tr>
<td>P.O. Box 489</td>
<td>9550 S. State St.</td>
<td>Sandy, UT 84070</td>
<td>(801) 255–7668</td>
<td></td>
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<tr>
<td>Ruskin, FL 33575</td>
<td></td>
<td><a href="mailto:kellierickson@medsforvets.com">kellierickson@medsforvets.com</a></td>
<td>Meds for Vets is a compounding pharmacy serving the veterinary profession for nearly 2 decades.</td>
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<td>(813) 645–2561</td>
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<td>Meds for Vets Pharmacy</td>
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<td>Minotaur Mazes</td>
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<tr>
<td><a href="http://www.medsforvets.com">www.medsforvets.com</a></td>
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<td><a href="http://www.minotaurmazes.com">www.minotaurmazes.com</a></td>
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<td>9550 S. State St.</td>
<td>912 NW. 63rd St.</td>
<td>Seattle, WA 98107–2214</td>
<td>(317) 354–3237</td>
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<td>Sandy, UT 84070</td>
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<tr>
<td>(801) 255–7668</td>
<td><a href="mailto:jack@minotaurmazes.com">jack@minotaurmazes.com</a></td>
<td>Immersive and traveling exhibitions – outdoors and in – for zoos, aquariums, botanical gardens and museums.</td>
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<td>MyFamily USA</td>
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<td><a href="http://www.myfamilyusa.com">www.myfamilyusa.com</a></td>
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<tr>
<td>651 Gadson St.</td>
<td>651 Gadson St.</td>
<td>Groveland, FL 34736</td>
<td>(352) 366–0133</td>
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<td>Groveland, FL 34736</td>
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<td>(352) 366–0133</td>
<td><a href="mailto:v.fara@myfamilyusa.com">v.fara@myfamilyusa.com</a></td>
<td>Let your customer take home a personalized gift from their visit to your zoo or aquarium!</td>
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**EXHIBITORS**

As of August 22, 2019. Published as provided by exhibiting companies.

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<th>Name</th>
<th>Booth</th>
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<tr>
<td>Nassal</td>
<td>513</td>
<td><a href="http://www.builtbynassal.com">www.builtbynassal.com</a></td>
<td>415 W. Kaley St. Orlando, FL 32806</td>
<td>(407) 648–0400</td>
<td><a href="mailto:mruminot@nassal.com">mruminot@nassal.com</a></td>
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<td>Nassal is the leading fabricator for theming and artificial rockwork for zoos and aquariums.</td>
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<td>NatureStart</td>
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<td><a href="http://www.czs.org/naturestart">www.czs.org/naturestart</a></td>
<td>3300 Golf Road Brookfield, IL 60513</td>
<td>(708) 688–8291</td>
<td><a href="mailto:david.becker@czs.org">david.becker@czs.org</a></td>
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<td>NatureStart Professional Development is designed and led by the Chicago Zoological Society.</td>
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<tr>
<td>Naumann Nature Scapes</td>
<td>448</td>
<td><a href="http://www.naumannnaturescapes.com">www.naumannnaturescapes.com</a></td>
<td>1605 N. Indian River Drive Cocoa, FL 32922</td>
<td>(321) 544–3377</td>
<td><a href="mailto:roger@naumannnaturescapes.com">roger@naumannnaturescapes.com</a></td>
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<tr>
<td></td>
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<td>Naumann Nature Scapes, Inc. is a full-service theming company with over thirty years of experience.</td>
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<td>Nets Unlimited Inc</td>
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<td><a href="http://www.netsunlimited.cm">www.netsunlimited.cm</a></td>
<td>2610 E. Mohawk Lane, #101 Phoenix, AZ 85050</td>
<td>(480) 515–1300</td>
<td><a href="mailto:kellybair@aol.com">kellybair@aol.com</a></td>
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<td>Custom net manufacturer and installer.</td>
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<td>NOAA/NMFS</td>
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<td><a href="http://www.fisheries.noaa.gov">www.fisheries.noaa.gov</a></td>
<td>1315 East-West Highway Silver Spring, MD 20910</td>
<td>(301) 427–8401</td>
<td><a href="mailto:kate.goggin@noaa.gov">kate.goggin@noaa.gov</a></td>
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<td>AZA Federal Regulatory Pavilion participant.</td>
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<td>NWave Pictures Distribution</td>
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<td><a href="http://www.nwave.com">www.nwave.com</a></td>
<td>342 S. Cochran Ave., #409 Los Angeles, CA 90036</td>
<td>(661) 565–1101</td>
<td><a href="mailto:jbaker@nwave.com">jbaker@nwave.com</a></td>
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<td>NWave Pictures Distribution is a leading supplier of exciting and immersive 3D 4D content.</td>
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<td>Oak Island Creative</td>
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<td><a href="http://www.oakislandcreative.com">www.oakislandcreative.com</a></td>
<td>7450 Old Zaring Road Crestwood, KY 40014</td>
<td>(502) 241–9008</td>
<td><a href="mailto:sarah.drees@oakislandcreative.com">sarah.drees@oakislandcreative.com</a></td>
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<td>Consumer event design, development and implementation for attractions worldwide.</td>
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<td>Ocean Aquaria LLC</td>
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<td><a href="http://www.oceanaquaria.com">www.oceanaquaria.com</a></td>
<td>32114 Tamina Road, Unit B Magnolia, TX 77354–2555</td>
<td>(281) 825–8207</td>
<td><a href="mailto:oceanaquaria@gmail.com">oceanaquaria@gmail.com</a></td>
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<td>Manufacturers of the finest artificial corals and inserts for public aquariums and zoos worldwide!</td>
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<td>Open Water</td>
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<td><a href="http://www.drinkopenwater.com">www.drinkopenwater.com</a></td>
<td>3520 S. Morgan St., Suite 204 Chicago, IL 60609</td>
<td>(305) 771–1357</td>
<td>jess@drinkopenwatercom</td>
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<td>Bye, bye plastic! Still and sparkling water in sustainable aluminum cans &amp; bottles.</td>
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<td>WBENC Certified.</td>
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<td>Otterbein University</td>
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<td><a href="http://www.otterbein.edu/200">www.otterbein.edu/200</a></td>
<td>1 S. Grove St. Westerville, OH 43081</td>
<td>(614) 823–1324</td>
<td><a href="mailto:ayoung@otterbein.edu">ayoung@otterbein.edu</a></td>
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<td>Otterbein University offers a B.A. or B.S. degree in Zoo and Conservation Science.</td>
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<td>Otto Enrichment</td>
<td>741</td>
<td><a href="http://www.ottoenrichment.com">www.ottoenrichment.com</a></td>
<td>11015 W. Layton Ave. Greenfield, WI 53228</td>
<td>(414) 529–7780</td>
<td><a href="mailto:jeff@ottoenrichment.com">jeff@ottoenrichment.com</a></td>
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<td>Otto Enrichment for new enrichment devices, caging designs, and accessories.</td>
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<td>Ozolio – Live Streaming</td>
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<td><a href="http://www.ozolio.com">www.ozolio.com</a></td>
<td>3039 N. Williams Ave., Unit D Portland, OR 97227</td>
<td>(808) 269–8817</td>
<td><a href="mailto:noheal@ozolio.com">noheal@ozolio.com</a></td>
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<td>Live HD streaming solution for zoos and aquariums.</td>
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<td>Ozone Water Systems, Inc.</td>
<td>531</td>
<td><a href="http://www.ozonewatersystems.com">www.ozonewatersystems.com</a></td>
<td>5401 S. 39th St. Phoenix, AZ 85040–9084</td>
<td>(480) 421–2400</td>
<td><a href="mailto:overby@ozonewatersystems.com">overby@ozonewatersystems.com</a></td>
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<td>Ozone equipment – regional service and sales. 25 years in operation! 30+ full time employees.</td>
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<td>Pepper Construction Company</td>
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<td><a href="http://www.pepperconstruction.com">www.pepperconstruction.com</a></td>
<td>643 N. Orleans St. Chicago, IL 60654</td>
<td>(312) 266–4700</td>
<td><a href="mailto:gleofanti@pepperconstruction.com">gleofanti@pepperconstruction.com</a></td>
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<td>Our integrity, commitment to quality, and dedication to the relationships that evolve from our work define who we are and how we work.</td>
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<td>Peppermint Narwhal</td>
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<td><a href="http://www.peppermintnarr">www.peppermintnarr</a> whale.com</td>
<td>242 Sharon Woods Road Wadsworth, OH 44281</td>
<td>(330) 962–3718</td>
<td><a href="mailto:becky@peppermintnarrwhal.com">becky@peppermintnarrwhal.com</a></td>
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<td>Peppermint Narwhal – conservation through creativity!</td>
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<td>Philly Zoo school engagement: tools about nation-wide project-based learning initiative.</td>
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<td>Polar King International</td>
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<td><a href="http://www.polarking.com">www.polarking.com</a></td>
<td>4424 New Haven Ave. Fort Wayne, NE 46803</td>
<td>(877) 224–8674</td>
<td><a href="mailto:megan.schneider@polarking.com">megan.schneider@polarking.com</a></td>
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<td>Polar King is the industry’s #1 manufacturer of fiberglass outdoor walk-in coolers and freezers.</td>
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<td>Poligon by Porter Corp</td>
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<td><a href="http://www.poligon.com">www.poligon.com</a></td>
<td>4240 136th Ave. Holland, MI 49424</td>
<td>(616) 888–3511</td>
<td><a href="mailto:jengra@portercorp.com">jengra@portercorp.com</a></td>
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<td>Poligon designs, engineers, and manufactures shade coverings created specifically for your site.</td>
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<td>Polin Waterparks</td>
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<td><a href="http://www.polin.com.tr">www.polin.com.tr</a></td>
<td>Gebkim OSB, Refik Baydur 6, 41480 Dilevasi, Kocaeli, Turkey</td>
<td>+0 090 262 656 6467</td>
<td><a href="mailto:sohret.pakis@polin.com.tr">sohret.pakis@polin.com.tr</a></td>
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<td>PONANT Yacht Cruises &amp; Expeditions</td>
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<td><a href="http://www.us.ponant.com">www.us.ponant.com</a></td>
<td>1414 Euterpe St., New Orleans, LA 70130</td>
<td>(206) 354–9110</td>
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<td>Powernet</td>
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<td><a href="http://www.powernetco.com">www.powernetco.com</a></td>
<td>8805 Governors Hill Drive, Suite 250, Cincinnati, OH 45249</td>
<td>(513) 608–0343</td>
<td><a href="mailto:obross@powernetco.com">obross@powernetco.com</a></td>
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<td>Prescott College Online – Master of Science in Environmental Studies</td>
<td>718</td>
<td><a href="http://www.online.prescott.edu/online-master-science-degrees/environmental-studies">www.online.prescott.edu/online-master-science-degrees/environmental-studies</a></td>
<td>220 Grove Ave., Prescott, AZ 86301</td>
<td>(802) 468–7278</td>
<td><a href="mailto:fionna.gault@prescott.edu">fionna.gault@prescott.edu</a></td>
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<td>Proud Source Water</td>
<td>744</td>
<td><a href="http://www.proudsourcewater.com">www.proudsourcewater.com</a></td>
<td>426 S. 10th St., Boise, ID 83702</td>
<td>(208) 794–5573</td>
<td><a href="mailto:kalani.pennington@proudsource.com">kalani.pennington@proudsource.com</a></td>
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<td>Rad Power Bikes</td>
<td>731</td>
<td><a href="http://www.radpowerbikes.com">www.radpowerbikes.com</a></td>
<td>1128 NW. 52nd St., Seattle, WA 98107</td>
<td>(800) 939–0310</td>
<td><a href="mailto:brian@radpowerbikes.com">brian@radpowerbikes.com</a></td>
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<td>Red Tail Entertainment</td>
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<td><a href="http://www.redtailentertainment.com">www.redtailentertainment.com</a></td>
<td>420 Throckmorton St., Fort Worth, TX 76102</td>
<td>(817) 355–0035 ext. 340</td>
<td><a href="mailto:ddenson@redtailentertainment.com">ddenson@redtailentertainment.com</a></td>
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<td>Reef Brite</td>
<td>721</td>
<td><a href="http://www.reefbrite.com">www.reefbrite.com</a></td>
<td>17A Marlen Drive, Hamilton, NJ 08691</td>
<td>(609) 406–8940</td>
<td><a href="mailto:joyfishy2@yahoo.com">joyfishy2@yahoo.com</a></td>
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<td>Reynolds Polymer Technology, Inc.</td>
<td>712</td>
<td><a href="http://www.reynoldspolymer.com">www.reynoldspolymer.com</a></td>
<td>607 Hollingsworth St., Grand Junction, CO 81505</td>
<td>(970) 241–4700</td>
<td><a href="mailto:jhanson@reynoldspolymer.com">jhanson@reynoldspolymer.com</a></td>
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<td>Richard Alex LLC</td>
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<td><a href="http://www.emp10.com">www.emp10.com</a></td>
<td>3201 Malibu Vista St, Las Vegas, NV 89117</td>
<td>(818) 296–8337</td>
<td><a href="mailto:RichardAlexLLC@gmail.com">RichardAlexLLC@gmail.com</a></td>
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<td>Richards-Wilcox Hardware</td>
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<td><a href="http://www.rwhardware.com">www.rwhardware.com</a></td>
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<td>Riverdale Mills</td>
<td>714</td>
<td><a href="http://www.riverdale.com">www.riverdale.com</a></td>
<td>130 Riverdale St., Northbridge, MA 01534</td>
<td>(508) 234–8715</td>
<td><a href="mailto:cmalbone@riverdale.com">cmalbone@riverdale.com</a></td>
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<td>Robot Coupe USA</td>
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<td>264 S. Perkins St., Ridgeland, MS 39157</td>
<td>(800) 824–1646</td>
<td><a href="mailto:lit@robotcoupeusa.com">lit@robotcoupeusa.com</a></td>
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<td>RocketRez</td>
<td>617</td>
<td><a href="http://www.rocket-rez.com">www.rocket-rez.com</a></td>
<td>418 Main St., Steinbach, MB R5G1Z5</td>
<td>1 (877) 393–0004</td>
<td><a href="mailto:johnp@rocket-rez.com">johnp@rocket-rez.com</a></td>
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<td>Roto</td>
<td>525</td>
<td><a href="http://www.roto.com">www.roto.com</a></td>
<td>7001 Discovery Blvd., Dublin, OH 43017</td>
<td>(614) 760–8690</td>
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<td><a href="http://www.s4lights.com">www.s4lights.com</a></td>
<td>3601 La Grange Parkway, Toano, VA 23168</td>
<td>(513) 520–1797</td>
<td><a href="mailto:jm@s4lights.com">jm@s4lights.com</a></td>
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<td>Safari Thatch Inc</td>
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<td>7040 SW. 21st Place, Davie, FL 33317</td>
<td>(954) 564–0059</td>
<td><a href="mailto:lorraine@safariatthatch.com">lorraine@safariatthatch.com</a></td>
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<td>Name</td>
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<td>Contact Information</td>
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<td>San Diego Zoo Global</td>
<td>209</td>
<td><a href="http://www.sandiegozoo.org">www.sandiegozoo.org</a></td>
<td>10946 Willow Court</td>
<td>(858) 451–1166 <a href="mailto:ymiles@sandiegozoo.org">ymiles@sandiegozoo.org</a></td>
<td>San Diego Zoo Global is a non-profit organization that leads the fight against extinction.</td>
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<td>Skulls Unlimited International, Inc.</td>
<td>415</td>
<td><a href="http://www.skullsunlimited.com">www.skullsunlimited.com</a></td>
<td>10313 S. Sunnylane Road</td>
<td>(405) 794–9300 <a href="mailto:michele@skullsunlimited.com">michele@skullsunlimited.com</a></td>
<td>SUI provides natural bone and replica skulls and skeletons offering 500 osteological specimens.</td>
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<td>(702) 567–5256 <a href="mailto:leah.munoz@specialtyvehicles.com">leah.munoz@specialtyvehicles.com</a></td>
<td>Specialty Vehicles offers a wide range of new and used shuttles.</td>
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<td>Santa Fe College Teaching Zoo</td>
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<td>Training zoo and aquarium professionals for 50 years. We take the stress out of hiring!</td>
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<td><a href="http://www.snowleopard.org">www.snowleopard.org</a></td>
<td>4649 Sunnyside Ave. N., Suite 325</td>
<td>(206) 632–2421 <a href="mailto:terry@snowleopard.org">terry@snowleopard.org</a></td>
<td>Saving the endangered snow leopard since 1981!</td>
</tr>
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<td>Soaring Eagle Inc.</td>
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<td>Frank Rocco, Washed Ashore, <a href="http://www.washedashore.org">www.washedashore.org</a>, P.O. Box 1139, Bandon, OR 97411</td>
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<td>West Liberty University ZOosci</td>
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<td>Diana Barber, West Liberty University, <a href="http://www.westliberty.edu/zoosci">www.westliberty.edu/zoosci</a>, 208 University Drive, West Liberty, WV 26074</td>
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<td>Joeterrenzio, WholeTrees Structures, <a href="http://www.wholetrees.com">www.wholetrees.com</a>, 800 Williamson St., Madison, WI 53703</td>
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<td>Winterland Inc</td>
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<td>Tfred, Winterland Inc, <a href="http://www.winterlandinc.com">www.winterlandinc.com</a>, 1101 S. Miller Ave., Marion, IN 46953</td>
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<td>Zoo &amp; Aquarium Buyers Group</td>
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<td>Rancour, Zoo &amp; Aquarium Buyers Group, <a href="http://www.zaggift.com">www.zaggift.com</a>, One Government Drive, St. Louis, MO 63110</td>
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<td>Zulu Nyala Game Lodge</td>
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<td>Kcmuzul, Zulu Nyala Game Lodge, <a href="http://www.zulunyala.com">www.zulunyala.com</a>, 6520 138th Ave., Holland, MI 49423</td>
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