



The Animal Behavior Management Alliance.

ENGAGE

Fall 2017
Volume 5



Letter from the President

Hello,

I hope this issue of Engage finds you well. We have had a very productive fall for you here at ABMA.

Board members represented the organization at two conferences—the International Marine Animal Trainer Association conference October 1-6 in Cancun and Twycross Zoo Animal Training Workshop November 12-15 in England. We were invited by both conferences to attend and present, and we were delighted to! We were able to share our conference and our knowledge with constituents from these meetings to keep ABMA's name growing in our industry.

We also have a new position statement out on “Animals in Human Care” and “Ambassador Animals.” Please check out www.theabma.org to read them and see our earlier position statements.

The board had their meetings in Portland, Oregon, on October 19-21. We began conversation on a new strategic planning for the organization, as well as lots of other new initiatives. Please come to the San Antonio conference April 8 to hear all about what the next waves will be for our group and our industry!

Please remember that we are a voice for you to members of government, to members of tourism groups, to members of special interest groups, to the general public. We have in the past prepared letters to send to local government supporting swim with programs and animals for use in educational programs. Let us know what issues matter to you and together we will be a united front to combat any threats to our passion, a passion that happens to be our livelihood. Please write to this publication or send an email. You can find those addresses on the website under “Contact”.

We have so much to be thankful for!

Strive for Honor,

Tricia Dees

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WHAT IS ABMA?

The Animal Behavior Management Alliance, (ABMA) is a not-for-profit corporation with a membership comprised of animal care professionals and other individuals interested in enhancing animal care through training and enrichment. The ABMA is intended to be nurturing and informative, and was created to serve trainers, handlers, and keepers of animals, irrespective of species, with information and assistance in the behavior management of their charges.

OUR MISSION

The Animal Behavior Management Alliance (ABMA) continually strives to advance intentional and enlightened behavior management to improve the lives and welfare of all animals.

OUR VISION

To be a global leader dedicated to advancing animal welfare through excellence in behavior management.

OUR CORE VALUES

1. Behavior management is an essential component of animal welfare.
2. Environmental enrichment and positive reinforcement training are highly effective strategies for managing and modifying behavior.
3. Goal-based enrichment, designed to offer animals behavioral opportunities, is an essential component of all animal programs.
4. Positive reinforcement training is our most effective and ethical method of behavior modification.
5. Human and animal safety must be at the core of an animal behavior management program.
6. Learning should be conducted in a nurturing and non-threatening environment for both animals and people.
7. Science-based methods of assessment are a valuable tool for evaluating, refining, and advancing behavior management strategies.
8. Behavior management can advance conservation by helping to mitigate human-animal conflict in wild populations, facilitating in-situ conservation efforts, and maintaining behaviorally and physically healthy captive populations.
9. Pro-active behavior management is an essential component of responsible animal care since learning is always occurring.
10. The sharing of knowledge and new ideas is fundamental to advancing animal behavior management.

ABMA DISCLAIMER

One of the core values of the ABMA states that:

1. The sharing of knowledge and new ideas is fundamental to advancing animal behavior management.

We do this in many ways, such as through our conferences, publications, and social media. Our written publications feature many fascinating and thought-provoking papers and articles. Some you may agree with, others may challenge your perceptions and ideas. And while the content that you read reflects the views of the author and does not necessarily represent the feelings of the ABMA or the board of directors, we think that the diversity of subjects and viewpoints represented by our members, at our conferences, in our publications, and via our social media outlets is one of the strengths of this organization. We encourage you to take in all that you read with an open mind, because you might be surprised by what you learn.

Thank you and enjoy the publication!

FROM THE GOVERNMENT & PUBLIC AFFAIRS COMMITTEES

The vision of ABMA is to be a global leader dedicated to advancing animal welfare through excellence in behavior management. ABMA is unique in that it is comprised of an exceptionally diverse membership. Our members are animal behavior professionals that work with a wide variety of taxa in an array of settings. ABMA members range from some of the world's most experienced animal trainers to trainers that are just beginning their careers. The mission that we all share is that we work to improve the welfare of animals through intentional and enlightened behavior management. We work on this mission in increasingly challenging times. There are a growing number of individuals and organizations that fail to see the importance of the amazing work that we accomplish and the high standards of animal welfare that is achieved through progressive behavior management. These detractors often work to negatively impact the public's perception of zoos, aquariums, animal shelters, and at times even our domestic pets at home.

ABMA not only serves as a supportive and positive forum to exchange information, but as a professional trade organization. In order to best support our members and our profession in this current environment, ABMA is working to become a leading and reputable voice that supports the amazing and vital work that our members dedicate their lives to everyday. In order to reach this goal, the Government Affairs and Public Affairs committees have been working together to guide the process. The first and most important step was for ABMA to begin defining the most current and best animal behavior management practices to endorse. We currently have position statements on positive reinforcement, the use of aversives, enrichment, animals under human care, and ambassador animals. These positions have already allowed us to issue a response on several occasions including Hawaii House Resolution 136 which opposed the public display of marine mammals, TripAdvisor's new animal encounter booking policy, and Sarge's Law that would require dog trainers to be licensed in Florida's Hillsborough County but did not require licensed trainers to use the best and safest practices.

All of ABMA's current position statements can be found on www.theabma.org (under Learn > Documents). If you know of any proposed laws or regulations, changes to current laws and regulations, or even media coverage that relates to ABMA and its members, let us know! If you are interested in becoming involved in the Government Affairs Committee, we are looking for members! All information and interest in the Government Affairs Committee can be sent to Justin Garner at Justin.garner@buschgardens.com

We look forward to continuing to be a driving force that guides progressive animal behavior management into the future by supporting the amazing work that our members do and the animals that we do it for.

Sarge's Law

Hillsborough County Commissioners

Dear Hillsborough County Commissioners,

The Animal Behavior Management Alliance (ABMA) supports the Hillsborough County Commissioners in their effort to protect both citizens and dogs from unsafe and abusive training methods. The Animal Behavior Management Alliance (ABMA) is a not-for-profit corporation with membership comprised of animal care professionals and other individuals interested in enhancing animal care through training and enrichment. The ABMA is intended to be nurturing and informative, and was created to serve trainers, handlers, and keepers of animals, irrespective of species, with information and assistance in the behavior management of their charges. ABMA's mission is to continually strive to advance intentional and enlightened behavior management to improve the lives and welfare of all animals.

On behalf of ABMA's Board of Directors and Members, we urge you to keep positive reinforcement training as a requirement in your ordinance. Based on the extensive animal training and behavior modification experience within our organization, the ABMA has issued the following position statements.

- Positive Reinforcement Training - In support of our core values, the ABMA "endorses the use of positive reinforcement as our most effective and ethical method of behavior modification for all taxa. A science-based, proactive, positive reinforcement training program reduces fear and stress, resulting in enhanced animal welfare."
- Aversives - The Animal Behavior Management Alliance (ABMA), in support of our core values, does not endorse the use of aversives in routine animal management. Physical or psychological intimidation increases fear, hinders learning, can increase aggression, and is detrimental to animal welfare. We recognize that for the safety of animals and people, some aversives may be unavoidable. The frequency and intensity of these aversives should be strictly limited and aversive-based training methods should be avoided. The ABMA advocates that animal care professionals and organizations strive to rely on positive reinforcement-based training programs to facilitate routine husbandry and veterinary care.

We have reviewed the petition on change.org (https://www.change.org/p/hillsborough-county-board-of-county-commissioners-stop-the-hillsborough-county-fl-dog-trainer-ordinance?recruiter=689273465&utm_source=share_petition&utm_medium=copylink) that argues against the positive reinforcement requirement in your ordinance. We would like to offer our expertise on the misinformation found in the petition. The best, safest, & most current animal training philosophies rely on positive reinforcement as the primary driver (motivation) for animal behavior. ABMA fully supports the positive reinforcement requirement in the ordinance and we are not in any way "animal rights extremists" as the petition claims. Our organization represents some of the most experienced & professional animal behaviorists/trainers in the world. There are many dangers of using punitive training methods for both animals and people, especially when these methods are being taught to and applied by pet owners. Passing the ordinance and positive reinforcement itself will not in any way cause more pets to be euthanized. The fact is that punishment does cause aggression as a side effect of its implementation. Positive punishment, negative punishment, & negative reinforcement do work but, there are many undesirable side effects that result in using these methods. The most undesirable side effect is aggression. Other side effects include escape/avoidance behavior, apathy, learned helplessness, & physical injury. All of these are supported by science and these side effects are often what lead dogs to shelters & to euthanasia.

The petition states that “The proponents of this ordinance use language to lead people to believe that what they are suggesting is the only “humane” and “scientific” way to train dogs. This is nothing more than rhetoric, and has no basis in actual science and ethics.” It also states that, “Restricting training to only positive reinforcement methods is wrought with far reaching unintended consequences that will be devastating for dogs and dog owners.” Both claims are categorically false. Positive reinforcement based operant conditioning is nothing but science and science continues to support that positive reinforcement driven training offers superior results without the undesirable side effects associated with punitive training methods. This same science is now being applied to humans. Applied Behavior Analysts apply these procedures to children everyday.

The authors of the petition claim “The way this ordinance may be interpreted could make it very difficult for professional trainers to properly educate dog owners about how to use negative reinforcement and positive punishment in fair, humane, and effective ways. Without proper education, dog owners will be left to improvise which will certainly lead the way to greater harm and abuse.” It takes skill, knowledge, and experience to effectively use punishment and negative reinforcement properly. Even when properly applied, punishment and negative reinforcement will cause undesirable behaviors such as aggression towards people and other animals. For these reasons, punitive training methods are extremely dangerous when used by everyday pet owners. Punishment should also only be used in extreme situations that may be life or death or may cause physical harm to a person or animal. The truth is that most general dog owners are not skilled enough to safely & effectively utilize punishment & negative reinforcement.

The petition states that, “Favoring reward over punishment is inconsistent with science and the basic laws of learning.” This statement is completely false. Positive reinforcement training is completely consistent with both science and the basic laws of learning.

Hillsborough County will set a benchmark in protecting countless dogs and citizens from abusive, unnecessary, and antiquated training methods if positive reinforcement is required of all dog trainers in your county. ABMA welcomes and looks forward to further dialogue between Hillsborough County Commissioners and our organization. We can be contacted at abma.website@gmail.com

In addition, we have included scientific references for your review.

- **Confrontational Training Methods can Elicit Aggressive Responses:** Herron et al. Survey of the use and outcome of confrontational and non-confrontational training methods in client-owned dogs showing undesired behaviors. Applied Animal Behaviour Science, 2009; 117 (1-2), 47-54
- **Punitive Training Techniques Increase the Risk of Aggression in Dogs:** Casey et al. Human directed aggression in domestic dogs (Canis familiaris): Occurrence in different contexts and risk factors. Applied Animal Behaviour Science, 2014, 152, 52– 63.
- **Shock Collars are Unnecessary and Detrimental to Animal Welfare:** Defra AW1402a, 2013. Studies to assess the effect of pet training aids, specifically remote static pulse systems, on the welfare of domestic dogs; field study of dogs in training. Final report prepared by Prof. Jonathan Cooper, Dr. Nina Cracknell, Jessica Hardiman and Prof. Daniel Mills (University of Lincoln).
- **The Welfare Consequences and Efficacy of Training Pet Dogs with Remote Electronic Training Collars in Comparison to Reward Based Training:** J. J. Cooper, N. Cracknell, J. Hardiman, H. Wright, D. Mills.

Sincerely,

The Animal Behavior Management Alliance

**House of Representatives
Twenty –Ninth Legislature, 2017
State of Hawaii
RE: Oppose Hawaii House Resolution 136**

The Animal Behavior Management Alliance (ABMA) is a member-based professional organization that fully opposes Hawaii House Resolution 136. The Animal Behavior Management Alliance, (ABMA) is a not-for-profit corporation with a membership comprised of animal care professionals and other individuals interested in enhancing animal care through training and enrichment. The ABMA is intended to be nurturing and informative, and was created to serve trainers, handlers, and keepers of animals, irrespective of species, with information and assistance in the behavior management of their charges.

ABMA's mission is to continually strive to advance intentional and enlightened behavior management to improve the lives and welfare of all animals. The ABMA fully supports cetacean facilities that are accredited by the Associations of Zoos and Aquariums (AZA) and or The Alliance of Marine Mammal Parks & Aquariums. Those that are opposed to accredited cetacean facilities are largely misguided by inaccurate, outdated, out of context, and or completely false information. The few scientists that oppose accredited cetacean facilities are most often motivated to advance their own agendas or the agendas of their activist employers. The misleading information commonly forwarded by these groups is not reflective of current practices used by animal care professionals and not supported by the vast majority of the general public. These so-called scientists often cherry pick data that will advance their agendas while ignoring data that may disprove their personal views. The truth is that it is impossible to know what an animal is thinking or what an animal feels. We can, however draw conclusions based on real, factual science. Most of these activist scientists know cetaceans by reading data and observing them from a boat. Professionals at accredited facilities continuously work to ensure that cetaceans under their care lead physically and mentally healthy, well-rounded lives that contribute educationally to the understanding and betterment of their counterparts in the open ocean. These zoological professionals know and understand these animals in ways that others cannot. The proposed (Hawaii House Resolution 136) fails to mention or lend credence to any proven educational or scientific value in housing captive cetaceans. Concurrently, this proposed resolution would have you believe that all of the stressors that are endemic to a life in the open ocean are somehow non-existent. Professionals working daily to care for cetaceans in accredited facilities and build intimate relationships with these animals witness first-hand the high level of physical and mental care given to these animals. They also witness the impact these animals can have to increase understanding and empathy for wild animals and wild places. The National Science Teachers Association (NSTA) recognizes the strong educational role of accredited zoos and aquariums and references a growing body of research that documents how informal learning experiences spark curiosity and engage interest in the sciences during the school years and throughout a lifetime. ABMA urges you to listen to the animal care specialists, trainers, veterinarians and scientists that care for these animals everyday. We also urge you to understand the positive impact that cetaceans in accredited facilities can provide to the education of our youth and the inspiration they provide to tomorrow's conservationists.

Cetaceans under human care/captivity thrive and many live longer than those in the wild. For example, a dolphin born at Marine Land's Dolphin Adventure in Florida in 1953 lived to be 61 (this is more than four times the average life expectancy of wild bottlenose dolphins). The vast majority of cetaceans in captivity have been born in captivity. This is proof that they are thriving under human care. Many other captive cetaceans have been deemed "non-releasable" by the United States Government. The government has recognized accredited facilities as being more than adequate housing for non-releasable animals. Taking care of rescued and non-releasable animals is left in the hands of the experts that know them the best. Part of a well-rounded animal care regime is allowing the animals to be able to have and care for young. The fact that breeding programs are so successful should allude to the fact that the animals are comfortable in these environments as well as point out that the need to collect wild animals has been unnecessary for decades. It is imperative that breeding programs and cetacean facilities remain in place so that non-releasable cetaceans have a permanent home, are cared for by knowledgeable staff, and are housed with conspecifics. The opportunity to breed and raise young is a crucial part maintaining the best animal welfare. In fact, breeding programs are law in many European zoos & aquariums.

The days of "circus style" entertainment have come and gone. Accredited facilities utilize the animal's natural behavioral repertoire to create entertaining, educational, and inspirational shows. Often times the success of a facility's educational goals is measured by how much natural history and conservation information is given to guests. The real education is connecting with real life animals, learning their story, and leaving wanting to learn more about them and to protect them in the wild. This inspiration and motivation cannot be measured and only can come from interacting with or observing cetaceans at accredited zoological facilities. Observing them in the wild usually only allows you to see an exhale (blow) or a tail fluke. Zoological facilities can realistically accommodate more people than any whale watching tour can. In fact, The Marine Mammal Protection Act of 1972 strictly prohibits interacting with or harassing wild cetaceans. The MMPA defines harassment as "any act of pursuit, torment or annoyance which has the potential to either. a. injure a marine mammal in the wild or b. disturb a marine mammal by causing disruption of behavioral patterns, which includes, but is not limited to migration, breathing, nursing, breeding, feeding or sheltering." Cetaceans under the care of man, living in accredited facilities that have proven standards of care allow the public an avenue to observe these animals in a way that inspires them to care more about their conspecifics in the open ocean without harassing wild cetaceans. The millions of people attending zoological facilities can make much more of a positive impact for wildlife and wild places than all of the whale watching tours put together. In addition, zoological facilities can realistically accommodate more people than any whale watching operation can. The more people that visit these animals in the wild, the more negative impacts on the habitat and animals themselves will be seen. The National Science Teachers Association (NSTA) recognizes the strong educational role of accredited zoos and aquariums and understands that if it were not for these facilities

ABMA urges you to continue to support the current and future public display and breeding of cetaceans in Hawaii. ABMA also approves the use of our logo in online and print publications directly associated with our opposition of HR 136.

Sincerely,

The Animal Behavior Management Alliance

Stephen Kaufer
Chief Executive Officer and Founder
TripAdvisor LLC
RE: Commitment to Improve Wildlife Welfare Standards

Dear Mr. Kaufer,

The Animal Behavior Management Alliance, (ABMA) is a not-for-profit corporation whose membership is comprised of experienced animal care professionals. ABMA is dedicated to enhancing animal welfare through training and enrichment regardless of species. While many of our members belong to the Association of Zoos and Aquariums, our membership encompasses a variety of zoos and marine parks, companion animal organizations, and research facilities, to name a few.

The ABMA respects the spirit of TripAdvisor's recent announcement and is encouraged by your desire to support only responsible, welfare-oriented animal attractions. We truly hope more companies will join your orientation towards animal well-being and preservation. While the Association of Zoos and Aquariums (AZA) is a highly respected accrediting organization who sets high standards for the zoological industry, we are concerned that a sole partnership between TripAdvisor and AZA will likely impact organizations, attractions, and opportunities which also perform important services which inspire people to act as stewards for wildlife and wild places worldwide, and whom also value the well-being of the animals in their care.

We strongly believe that TripAdvisor customers are missing out when partnerships with responsible, professional organizations are not represented. We understand the difficulty that TripAdvisor and consumers face when choosing to support only reputable, welfare- and conservation-minded animal interaction-based attractions. Based on our Core Values and Vision, ABMA believes that it is possible to maintain the highest animal welfare standards while providing a memorable and safe interaction experience. This can be accomplished by using these criteria when interacting with animals in any manner:

1. Interactions rely on positive reinforcement training to achieve & maintain animal behavior.
2. Caretakers make both human and animal safety the highest priority.
3. Interactions between guest and animal are conducted in a nurturing and non-threatening environment for both the animals and participant.
4. Facilities employ a comprehensive, science-based animal enrichment program outside of interaction programming.
5. As a rule, caretakers do NOT use aversives or punitive training methods in routine animal management and training.

Many of the professionals we serve provide structured connections between participant and animal. Safe and structured human-animal interactions in reputable facilities are safe, memorable, and crucial to the conservation and preservation of all species in the world that we share. These programs can inspire in a way that other educational paradigms cannot and are becoming increasingly crucial as truly wild spaces continue to disappear.

We hope this announcement is your first step in creating a dialogue with like-minded organizations. This dialogue would encompass the broad range of responsible, valuable, and unique animal-based organizations around the world, while still excluding/eliminating attractions that exploit wildlife and employ means that compromise their welfare.

The ABMA is available to TripAdvisor and as an animal behavior-based resource to provide information that can enhance your policy on welfare friendly human-animal interactions, and the stewardship of animals worldwide.

Sincerely,

The Animal Behavior Management Alliance



Howdy y'all! In Texas those are two words that go together like breakfast tacos, margarita specials, and ABMA 2018! That's right – SeaWorld San Antonio and the San Antonio Zoo will be your hosts for the 2018 ABMA Conference. From the Icebreaker to the Banquet we are looking forward to a great week of presentations, learning, site visits, networking, and fun! Consider this your save-the-date! Check out the next edition of Engage for more details. You can also go to the ABMA website for registration and hotel information.

We look forward to welcoming everyone to San Antonio in April!

Sincerely,
Your 2018 Conference Chairs

EVENT CALENDER

Primate Behavioral Management Conference

February 27 – March 2, 2018
Bastrop, TX. Hosted by The Michale E. Keeling Center for Comparative Medicine and Research of The University of Texas, MD Anderson Cancer Center
<https://www.mdanderson.org/research/departments-labs-institutes/programs-centers/michale-e-keeling-center-for-comparative-medicine-and-research/primate-behavioral-management-conference.html>

AZA Animal Transport For Animal Care Professionals

March 6-9, 2018
Miami, FL. Hosted by Zoo Miami
<https://www.aza.org/animal-transport-for-animal-care-professionals>

Environmental Enrichment in Zoos and Aquariums (NEW)

March 10-15, 2018
Orlando, FL. Hosted by Disney's Animal Kingdom
<https://www.aza.org/environmental-enrichment-in-zoos-and-aquariums->

Karen Pryor – ClickerExpo

March 16-18, 2018 St. Louis, MO
October 26-28, 2018 Winchester, United Kingdom
<https://clickertraining.com/clickerexpo>

AZA Mid-Year Meeting

March 24-29, 2018
Jacksonville, FL. Hosted by Jacksonville Zoo and Gardens
<https://www.aza.org/conferences-meetings#mym>

ABMA Annual Conference

April 8-13, 2018
San Antonio, TX. Hosted by San Antonio Zoo and SeaWorld San Antonio
<https://theabma.org/abma-annual-conference/>

International Association of Animal Behavior Consultants

Animal Behavior Conference

April 19-22, 2018 Burlington (Boston), MA. Hosted by the Burlington Marriott Hotel
<https://iaabconference.org/>

Recon: Reconnecting with Elephants in Restricted Contact

May 4-6, 2018
Colorado Springs, CO. Hosted by Cheyenne Mountain Zoo
cmzoo.org/index.php/recon-elephant-workshop/

Canadian Association for Laboratory Animal Science, 57th Annual Symposium

May 5-8, 2018
Québec City, Qc. Hosted by Hilton Québec and Québec City Convention Centre
<http://calas-acsal.org/Apps/Pages/calas-symposium>

AZA Animal Welfare: Evidence-Based Management

May 6-11, 2018
Brookfield, IL. Hosted by Chicago Zoological Society
Registration opens in November
<https://www.aza.org/animal-welfare-evidence-based-management>

Canine & Equine Conference

May 22-23, 2018
Manchester, England. Hosted by Manchester Airport Marriott Hotel
<https://iaabconference.org/>

International Society for Anthrozoology, 27th Annual Conference

July 2-5, 2018
Sydney, Australia. Hosted by Charles Perkins Centre, University of Sydney
<http://www.isaz2018.com/>

AZA Annual Conference

September 23-27, 2018
Seattle, WA. Hosted by Seattle Aquarium and Woodland Park Zoo
<https://www.aza.org/conferences-meetings>

AAZK Annual Conference

October 4-8, 2018
Denver, CO. Hosted by Rocky Mountain AAZK Chapter
<http://www.rmaazk.org/2018-national-aazk-conference>

International Congress on Zookeeping

October 14-18, 2018
Buenos Aires, Argentina. Hosted by Fundacion Temaikken and the International Congress of Zookeepers
<http://iczoo.org/congress>

Otter Keeper Workshop

October 15-20, 2018
Portland, OR. Hosted by Oregon Zoo
<http://www.otterkeeperworkshop.org/>

American Association for Laboratory Animal Science, 69th AALAS National Meeting

October 28 – November 1, 2018
Baltimore, MD. Hosted by Baltimore Convention Center
<https://www.aalas.org/national-meeting/general-information>

Principles of Elephant Management II

DATE TBD-LATE OCTOBER 2018
Houston, TX. Hosted by Houston Zoo
Registration opens in March
<https://www.aza.org/PEMII>

AZA Managing Animal Enrichment & Training Programs

DATE TBD-FALL 2018
Denver, CO. Hosted by Denver Zoo
Registration opens in early spring
<http://www.aza.org/managing-animal-enrichment-and-training-programs>

AZA Animal Training Applications in Zoo & Aquarium Settings

DATE TBD-FALL 2018
Denver, CO. Hosted by Denver Zoo
Registration opens in early spring
<http://www.aza.org/managing-animal-enrichment-and-training-programs>

Advancing Bear Care 2018

December 3-6, 2018
Delhi, India
<https://www.bearcaregroup.org/>

LETTERS TO THE EDITOR

At ABMA, we want to encourage all of our animal caretakers to feel comfortable to discuss anything with our members.

Recently, we have received some letters to the editor that discuss some more controversial matters.

These letters do not represent what the ABMA stands for as an organization,
but does provide a forum for animal professionals to share any and all personal thoughts.

Hi.

I heard you saw a movie and think you know how awful orcas in aquariums have it.

Can I tell you the truth?

Orcas have not been collected in over thirty years for American aquariums. The orcas are you see in aquariums are second and third generation animals born in the care of man. Know what else?

Orcas live longer in aquariums than in the wild. Unfortunately, the wild is such an inhospitable environment for them, that the Pacific northwest whales are actually starving to death. In aquariums they are fed restaurant quality fish, given medical care, and have more trainers to whales than people in nursing homes have. Animals that are comfortable in their environment tend to thrive, and give birth, hence the animals living longer and breeding.

You know what the real kicker is for us?

That you probably wouldn't know or care about orcas if you hadn't seen them in an aquarium. Orcas were so vilified that in the sixties, fishermen could legally shoot them with a gun from their boat. But now? They are so beloved that people want to see an end to any harm to them. Nobody wants to see them harmed in anyway, especially us, the people who genuinely love and want the best for them.

I urge you to see what the truth really is and visit us. We will happily talk to you and truthfully answer any questions you have.

There, we feel so much better. Thank you for listening, and have a great day.

The Orca Trainers of the United States

Bobcat Update from the Shape of Enrichment Behavioral Issue Workshop

By Tiffany Laracuenta

In April at the 2017 ABMA Conference, Shape of Enrichment's Valerie Hare led a workshop on how to problem solve behavior issues with animals in our care. Two conference attendees presented two real life issues to show how the process works. In this article, I will return to the issue I presented concerning the female bobcat at our institution, the steps we workshoped through, and what has resulted from their application since the conference.

To summarize what was discussed over the two hour workshop, the three-year-old female bobcat stopped training and increased pacing seemingly at random. This resulted in weight-loss which may have been due to the pacing. While this was the core issue, we spent most of the workshop drilling into the details of this particular situation. How was the exhibit set up? What was the enrichment schedule? We covered everything that we could possibly think of in order to identify the variables that could be causing this behavior issue. Next came a long lists of hypotheses informed by these variables. Could it be medical? Could she be feeling vulnerable because she wasn't able to climb in the exhibit? Could she be stressed by the male bobcat who shares the exhibit? Are there other territory issues? Is the problem caused by lack of choice in her routine? What about changes in staff? Too much stimulation? Not enough stimulation? Is there not enough variability in her routine? Is there another wild animal in the area outside of the exhibit?

From here, we created a list of solutions without thinking about logistics or financial restraints. We discussed redesigning the exhibit to offer her height and enable climbing and changing where the public observes the exhibit. Increasing variability in training, alternating the male and female on exhibit, and increasing enrichment throughout the day and night were also options.

Then we meshed those solutions with reality and considered what was feasible. Our female bobcat lives at Salato Wildlife Education Center, a facility run by Kentucky Department of Fish and Wildlife Resources; we as a state agency do not have many resources. Following Shape of Enrichment's process we implemented everything we could and hoped that something worked.

We started with giving our female bobcat choice. We let her choose which side of the back area to be in at night. Coincidentally the bobcats switched sides! If she did not want to come in a night, then we left the shift door open. If she did not want to go out in the morning, then we left the shift door open. This was a big change for many of the animal care staff as it has been policy, or maybe just habit, that all shift doors were kept closed. I still have to remind people that it is OK to leave the bobcat shift doors open. This single action resulted in such positive changes in her behavior that we have incorporated "choice" into other animal exhibits.

"Give them [the animals] choice" seems to be my mantra lately. It works.

The female bobcat, even with the shift doors open, will now come to us and train. Our trust bank has increased. Pacing has decreased and she has gained weight. New firehose hammocks on and off exhibit solved the height issues and both bobcats constantly use them. In fact, they use the hammocks so much that we have now trained "hammock" as a station behavior, which they both mastered within days of introducing! We also let her have exhibit time by herself, previously the two of them were always together.

On a sad note, we have discovered there is a medical component to this issue. Our female bobcat has Feline Immunodeficiency Virus (FIV). This disease, which attacks the immune system, can take months or years to see effects. FIV could be a factor in her weight loss, behavior change, and stress. But with the positive changes from incorporating our workshop's solutions her quality of life will be higher, and through training, we will be able to care for her better throughout her remaining years.

The second workshop issue concerning Cockatoos will be discussed in the next issue of Engage.



WILDLIFE SYDNEY ZOO

by Kelsey Worth

Exciting things have been happening with the *Dasyurid* members at WILDLIFE SYDNEY ZOO. We have recently developed some training and conditioning plans with these amazing carnivorous marsupials and seen some serious leaps and bounds with our training.

In the middle of 2015, we acquired a wild born quoll named “Inala”. She was unfortunately orphaned after her mother was found dead in the Armidale area. She came to us after she had been raised until she was approximately a year old and initially was quiet and very shy by nature. In early 2016 we established a training plan, with the goal being confidence building and basic husbandry behaviours such as scale training. Inala was quick to catch on and we found out she was very clever. For the first few months we worked on her confidence by introducing her to lots of new enrichment items and feeding her any time we entered the exhibit and she didn’t shy away. After a few months of hard work she quickly got the hang of targeting and scale training. We then began to focus on more husbandry behaviours. A few months after we started training Inala developed a rash on her nape that we thought was due to estrus. Unfortunately the irritation didn’t go away when estrus finished and we decided to anesthetize her to have a closer look at her nape. Thankfully she was already pet pack trained so taking her to the vet was quite easy. Our vet determined she had a fungal infection and that she would need to be given a topical ointment once a day. This is when we decided we would focus on getting Inala tactile to avoid the stress of catching her every time we had to medicate her in the future. We started by touching her with a tooth brush on the back and reinforcing her for calm behaviour. Once we realized that Inala was pretty confident with the tactile one of our keepers had the idea that if we could train a voluntary pouch check!? The answer is YES we CAN! We introduced a clipboard for Inala to put her front paws on to provide for a protected contact view of her pouch. After a few months we were able to invite towards our vet (a big scary man) and he was able to open up and voluntarily examine her pouch and even find the small nipples! Now a year on we are proud to say she participates voluntarily in most aspects of her medical care. The Training and Conditioning team are extremely proud of how far she has progressed!





In April of this year the Training and Conditioning team acquired new members onto our team. Two beautiful female Tasmanian devils named Bub and Topsy. Topsy has been with us at WILDLIFE since 2014 and Bub since 2015 and the two females have lived together since early 2016. Most of the human members of the team have limited to no experience with Tasmanian devils so getting to know the two was a lot to take in at first. We quickly realized that the two females couldn't be more different. Topsy is very inquisitive and loves a challenge whereas Bub is more sensitive to change and, surprisingly, is the more dominant of the two. Unfortunately Bub exhibits a stereotypic behaviour of spinning in a tight circle and can be quite easily stressed with too much stimulus or change. After spending hours watching her and monitoring her behaviour we found that it intensifies during oestrus and during times with lots of change and noise construction near the exhibit. As you can imagine getting a new species on our team, and most unfortunately one with a stereotypic behavior, felt daunting at first but we didn't let it discourage us from implementing a training plan. Once oestrus was finished, Bub's stereotypic behaviour decreased in intensity and the team began conditioning a bridge. Topsy was very quick to catch on and we decided to call her to the opposite side of the exhibit away from the den so the slower and more apprehensive Bub could get successful training sessions as well. Both were quick to learn the bridge (whistle) and quickly learned their names as well. Our next step was to train both devils a recall. To service our devil exhibit before the recall it required two people and sometimes proved difficult if the devils were awake and running around. Our goal was to ring a bell and have both devils come back-of-house where we could lock them away and have one keeper enter the exhibit on their own. We started by only ringing a bell and feeding the devils when they were back-of-house and we did this every day at 1030. The girls caught on quickly and in no time they were already waiting for us back of house at 1030. We then moved the time and continued from there. The behaviour isn't quite finished yet and we find that the devils still have a mind of their own sometimes but 90% of the time we get both devils back-of-house. We have the goal of hopefully being able to ring the bell and, even when the devils are asleep in their den, they will come running back of house. In addition to their recall training we have also begun targeting with the hope of someday using the foundation of targeting to have them participating voluntarily in their own medical care.

Earlier this year we had some fat-tailed dunnarts born at the zoo. This was very exciting for us because we have an aging population with most animals coming up the 2 year old mark. One of our females gave birth to 2 boys and 3 girls (every keeper's dream, more girls than boys). Being that this female is related to most of the other animals we have, and not many zoos keep dunnarts, we asked ourselves what we would do with the surplus males? Our team thought it would be a great idea to condition them for interactive opportunities. Once they were weaned off mom we began handling them daily. As you can imagine these critters are super quick and surprisingly have sharp little teeth so handling meant that in addition to making for cool interactive animals, their husbandry would be easier and less stressful as well as getting monthly weights. At WILDLIFE we offer an experience called "Storytime" catered directly to kids under the age of 10 where we read a book and bring out an animal from the book. We happened upon a Tasmanian devil book that we loved but knew that we wouldn't be able to bring out a Tasmanian devil! So it worked out amazing that we had little fat-tailed dunnarts to substitute. It provided a great opportunity to educate people about the lesser known Dasyurid species and how amazing these little carnivorous marsupials can truly be! In addition we have just had some new baby dunnarts born so we are looking forward to having some more stars for "Storytime" in the coming months!





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The Future is CLOSE ENCOUNTERS



by Gaby Dufresne-Cyr, CBT-FLE

Dogue Shop

In an industry under the social media microscope, zoological institutions receive much criticism. Accurate information is hard to obtain when science and politics intertwine; consequently, the result often leads to fake anthropomorphic news about captive animals. With negative attention each day on social media platforms, we need a new strategy in order to change growing perceptions about our industry and captive animals in general, and we need our critics to achieve our goal.

Close encounters are not a new idea, nor are ambassador programs. Numerous institutions offer such opportunities to their visitors, yet zoos seem to have reached a plateau amongst their supporters. In an ever-changing social media superhighway, zoos struggle to gain grounds with the resistance, so to speak. I know my sentence sounds pessimistic; rest assured I am neither a Negative Nancy nor Debbie Downer. I simply like to point at the elephant in the room and work through the situation. Yes, the pun is intended.

The elephant in the room is what prompted me to write this piece. What if we could put a person in a room with an elephant and allow them to connect; that being said, what if my elephant was your wolf, tortoise, cheetah, lion, zebra, snake, or condor? What if our captive animals could help people emotionally and cognitively free the captive within their minds? These questions drive a need for new types of close encounters. Types of contact between humans and animals that reach out to critics and helps shift their perception and perspectives on zoological institutions' goals and objectives. One of my passions and field of study is attachment through social-cognitive learning theory to facilitate the therapeutic process and reduce intervention times. My team and I conduct animal-assisted therapy programs with at-risk teens and see how participants benefit from our animal training

program encounters. Each week, teens work with a variety of species such as rats, dogs, horses, and another wild canids. We pilot-tested a wolf animal-assisted therapy program and saw a reduction in the number of sessions conducted and in the number of interventions required to attain the same goals. The famous French television network TV5 made a documentary on our wolf AAT program. Our motto: “Train the animal to train the trainer.” Over the last few years, we have seen a shift from negative to positive perception from all our animal species encounters. Furthermore, participants become more proactive in captive animal welfare and conservation.

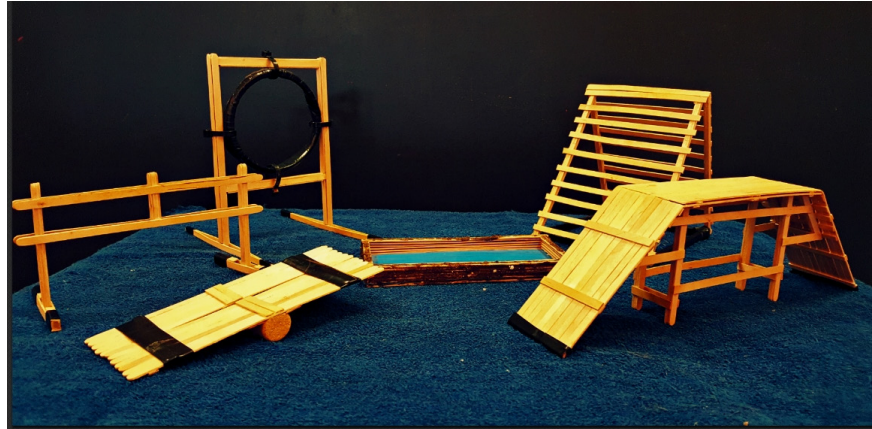
Zoological institutions like yours, like ours, need to be creative if we want to save captive and non-captive animals around the world. To change social media perceptions, we need to think outside the cage and offer new educational opportunities to anti-zoological supporters. I believe Close Encounter Training Programs (CETP) pave the way to new and long-lasting partnerships between humans and animals. We can develop safe and effective CETPs, which include animal and human behaviour modification or training goals. To push the idea even further out of the box, we can use the same social media platforms our critics use to invite them to partake in a Close Encounter Training Program.

“If you do not talk to them you will not know them, and what you do not know you will fear. What one fears one destroys.” - Chief Dan George

The following is a description of a CETP my team and I set up with rats (*rattus norvegicus*). I chose the rat as my example because people tend to negatively view rodents, especially rats. When I designed the Rats, I Missed That! Close Encounter Training Program, I used the DeGraaf program-planning model. The program is a staircase pyramid model, which describes everything from overall goals to individual session objectives, materials, time, space, and cost. The session described below took place at a farmhouse on zoo property. Five critics taken from a social media platform agreed to participate in the weekly event.

- Goal: Educate critics about the ecological need to have cats (*Felis silvestris catus*) on our property as a means to control rodent populations.
- Objective: Train a rat to run an agility obstacle course.
- Materials: rats, rat carriers, water, food, clicker, target stick, agility equipment, tables, projector, screen, laptop, notes, pens.
- Program cost: 527.30\$ CDN
- Session cost: 52.73\$ CND
- Session:
 - Arrival 9:00
 - Day briefing
 - Informative presentation:
 - Species-specific behaviours
 - Ecological niche
 - Clicker crash course 101
 - Target training
 - Agility training
 - Setting up the environment
 - Meet and greet with rat partner
 - Target training
 - Introduction to agility equipment
 - Train 1 obstacle - Regular jump
 - Cat training demonstration
 - Day debriefing

The day starts with a daily briefing, agenda, and day planning. We continue with a presentation on our species-specific behaviours and a natural environment description. In our example, we present both cat and rat behaviour and ecological niche. After the morning briefing, participants move to the farmhouse to learn about clicker training. People practice their new skill for thirty minutes to one hour, depending on the group's skill level. Finally, we set up tables, equipment, meet the rats and start to target train. The target training exercise serves to get people on par with clicker timing. The rats are already clicker loaded, which helps when participants struggle, especially in the first few minutes of session one. Once participants are comfortable with target training, we move on and start to train with the agility obstacle equipment.



We end the session with a cat training demonstration to explain different training and learning theories. During the debriefing, participants recognise how intelligent rats are and how rapidly they adapt to change. We discuss the cats' role in population control, and we address questions such as how do we care for our feral felines. People leave with a new understanding of training, animal behaviour, ecology, enrichment, and often times conservation, depending on which species we work with. Close Encounter Training Programs take place in free or protected contact, depending on the species. As professionals, safety is always our number concern and priority when we work with animals; therefore, we plan each session thoroughly and meticulously.

People we select from social platforms are average Joes who know very little about zoo and aquarium roles in conservation and welfare. Many people simply follow masses and project negative comments on social media. These comments generally come from anthropomorphic beliefs, distorted facts, and miscommunication. Obviously, some people have an agenda, but most people are simply misinformed. Everywhere we go with our animal ambassadors, we change someone's understanding of the world we live in. I believe we can take it a step further and turn our negative feedback followers into positive feedback ambassadors.

It is possible to work safely with bigger, more dangerous species in protected contact. CETPs offer long-term enrichment, care for our animals, and reduce training cost because critics often become volunteers. Not all zoological establishments can afford a full-time training staff; therefore, experienced volunteers can take over certain duties and facilitate animal care.

I know how hard it can be to sell an idea, especially one so far out the think box, but I believe our critics can become our best allies in the fight for conservation because humans speak on behalf of animals. I also firmly believe we can take advantage of animal training to facilitate the process. So, why not take advantage of social media platforms to turn opinions around; we can change our Negative Nancy and Debbie Downers critics into Positive Nancy and Debbie Uppers; after all, are we not behaviour modification specialists?



Training Owls as Ambassador Animals

by Cathy Schlott and Christa Gaus

National Aviary

Pittsburgh, PA

To talk about training ambassador owls, one must first define a few things. According to encyclopedia Britannica, imprinting, in psychobiology, is a form of learning in which a very young animal fixes its attention on the first object with which it has visual, auditory, or tactile experience and thereafter follows that object (typically the parent). According to the Collins English Dictionary, hand rearing occurs when an animal is looked after by a person, rather than by its mother, when young. There are ways to hand rear an animal and not have it imprint, but often times hand rearing causes imprinting. For example, using puppets to feed helps animals to not imprint on people. For this reason, imprinting and hand rearing are by definition two different things. However an animal is raised, having a positive reinforcement based training program is critical to success.

The National Aviary's trainers have had the opportunity to work with nine different species of owls, many with different backgrounds. We have used hand raised, parent raised, and non-releasable wild owls for programming. We have also had success breeding our Ambassador Eurasian Eagle Owls and have had the opportunity to hand-raise several for other zoos to use as ambassadors. When we hand raise owls, we spend a lot of time desensitizing them to a variety of situations from a young age. We get them use to people, videos, music, traveling in a car, and any other situations that they we think they may encounter as an ambassador. We have found the more things you desensitize them to, the more success you have. The first few hand raised owls we worked with were not as desensitized to the daily environmental stimuli they came into contact with. Some of these owls were not successful in an ambassador program. We have learned that the desensitization process was more helpful then just the hand-raising.

In addition to hand raised owls, we have had equal success working with several non-releasable wild owls. Desensitization with these owls can take longer for several reasons. The first interactions with people are associated with medical treatments and the owls have not experienced all the day to day activity that an animal raised in a zoo would encounter. Some non-releasable owls can be successful as an animal ambassador.

The key is to evaluate the progress, and comfort level of the animal. You may find that as you progress an animal may be more successful working in and out of a crate versus sitting on a glove. You have to be able to pick the right job for the animal not the other way around. For this reason some of our owls regardless of history, learn to sit on the glove first, while others may learn crating and flights first. For an animal that is more nervous of people, having them do flights allows them to have more personal space while building trust through a positive relationship with their trainer. As the relationship becomes stronger, training the glove becomes easier.

When working with owls consistency is very important. Training the staff to follow a strict set of criteria such as cuing, crating, and stepping up the same way can set a reliable pattern. Owls are very habitual which you can use to your advantage. We have had success with non-releasable owls as well as hand raised and parent raised owls due to a successful training program. We have also had owls from those same backgrounds come to us not work out as animal ambassadors. While every animal is an individual, regardless of species, there are two things that are essential to a successful animal ambassador program: having the right animal for the job and a solid positive reinforcement based training program.



BIRTH ANNOUNCEMENT

*Baby Walruses Meet for the
First Time at
Sea World Orlando*

Recently, two baby walruses met for the first time, and the moment was more than anyone expected. Our Animal Care Team introduced Aku, a rescued walrus calf from Alaska, and Ginger, a walrus calf born here at the park. As the team watched on, the two began inspecting one another curiously. After their first bottle feeding together, Aku and Ginger were soon following each other around the habitat and playing.

Ginger was born at SeaWorld Orlando on June 3 to Kaboodle, a 14-year-old female walrus, and is the first walrus calf to be born at the park. A few weeks after her birth, our Animal Care and Veterinarian Teams determined that she was not gaining weight and intervened to ensure she received enough nutrition. Over the course of the last five months, the teams have provided Ginger with around-the-clock care, including bottle feedings, socialization and companionship.

Aku was rescued and rehabilitated by the Alaska Sea Life Center (ASLC) in June after being found abandoned on a gold mining dredge off the Alaska coast of Nome. He was estimated to be two weeks old at the time of his rescue, and due to his age, Aku was deemed non-releasable by U.S. Fish and Wildlife Service (USFWS). After his rehabilitation, the decision was made to send him here to SeaWorld Orlando, in part, to be a companion for Ginger.

The introduction of the two walrus calves is an important milestone as their specialized care progresses at SeaWorld Orlando. The goal for Aku and Ginger is to create a social bond and develop companionship between the two animals for years to come.

Our park's walrus program plays an important role in educating the public about these amazing animals. While walruses are not yet listed as a threatened species, and populations have stabilized since 19th century commercial hunting was outlawed, the species does face growing threats in the wild, including the significant loss of sea ice.

With the permission of the U.S. Fish and Wildlife Service, we have raised 10 orphaned walrus calves over the last 50 years, including Ginger's father, Garfield. The SeaWorld Busch Gardens Conservation Fund has provided research assistance on the Pacific walrus and the impact of dwindling floating sea ice. Ginger and Aku will inspire park guests to learn more about these incredible animals and the plight of walruses in the wild. Guests who are visiting SeaWorld can spot Ginger and Aku on the Walrus cam inside the Wild Arctic habitat.



BIRTH ANNOUNCEMENT



San Diego Zoo Welcomes West African Dwarf Crocodiles

On November 6th, eight West African dwarf crocodiles began to hatch from their eggs at the San Diego Zoo's Reptile House—the first hatching of its kind in the Zoo's 101-year history. Three baby crocs successfully hatched on their own, keepers assisted a fourth one in hatching, and more were expected to emerge from their eggs throughout the day. The new hatchlings are being cared for behind the scenes—and the parents, an 11-year-old female named Yendi and a 50-year-old male named Kumba, can be seen by guests in the West African Forest habitat at Conrad Prebys Africa Rocks.

The eggs were laid by Yendi in the pair's former Tiger River habitat on Aug. 13, 2017. To ensure their survival, animal care staff collected the eggs and carefully incubated them in an off-exhibit area, at 86 degrees Fahrenheit. Like other crocodilian species, the gender of West African dwarf crocodiles is dependent on egg incubation temperatures, with higher temperatures required to hatch males. Although it is too soon to tell whether the Zoo's new hatchlings are male or female, reptile keepers hope to be able to determine the crocodiles' genders in a few days.

West African dwarf crocodiles are listed as Vulnerable on the International Union for Conservation of Nature (IUCN) Red List of Threatened Species. There is little data currently available on this species in the wild, however, San Diego Zoo Global is supporting survey research in their native range to better understand the status of West African dwarf crocs.

Guests to the San Diego Zoo can see the world's smallest crocodilian species—which can reach a length of about 5 feet—at the San Diego Zoo's new Conrad Prebys Africa Rocks habitat, although the hatchlings will not be viewable until they are older and larger.

Bringing species back from the brink of extinction is the goal of San Diego Zoo Global. As a leader in conservation, the work of San Diego Zoo Global includes on-site wildlife conservation efforts (representing both plants and animals) at the San Diego Zoo, San Diego Zoo Safari Park, and San Diego Zoo Institute for Conservation Research, as well as international field programs on six continents. The work of these entities is inspiring children through the San Diego Zoo Kids network, reaching out through the internet and in children's hospitals nationwide. The work of San Diego Zoo Global is made possible by the San Diego Zoo Global Wildlife Conservancy and is supported in part by the Foundation of San Diego Zoo Global.

BIRTH ANNOUNCEMENT

*Cincinnati Zoo
Welcomes Little Penguin*



Cincinnati Zoo is proud to announce the birth of a Little Penguin on Oct 4th. His name is Tito and he is the newest member to the largest colony of Little Penguins in the United States.

BIRTH ANNOUNCEMENT

*San Antonio Zoo
Welcomes Baby Anteater*



The San Antonio Zoo is happy to announce its first baby anteater since 2003. This is the first offspring for both “Sprout” (mother) and “Humphrey” (father). Their little bundle of joy arrived Oct. 9, 2017.



BIRTH ANNOUNCEMENT

*Busch Gardens Tampa Bay
Welcomes Baby Orangutan*

Busch Gardens Tampa Bay is excited to announce the newest addition to the park – a baby orangutan, weighing in just around three pounds. Born to mother, Luna, and father, Madju, the baby is currently healthy and being cared for by its mother with the animal care team monitoring closely. Guests can see the baby starting this week in the Jungala area of the park and help name the male via a Facebook poll.

Bornean orangutans are critically endangered and typically live in the trees in the tropical island rain forests from lowland swamps to high in the mountains of Borneo. Bornean orangutan populations have declined by more than 50% over the past 60 years, and the species' habitat has been reduced by at least 55% over the past 20 years. The species is threatened by rapid deforestation and devastation of their habitat, mainly due to palm and other agricultural plantations. Young orangutans, in particular, are also threatened by the illegal pet trade. The mothers are often killed as poachers snatch their young.

This Orangutan birth is a part of Busch Gardens' partnership with the Association of Zoos and Aquariums' (AZA) Species Survival Plan® (SSP). The mission of the SSP is to cooperatively manage species populations within AZA-accredited facilities.

Since 2006, the SeaWorld and Busch Gardens Conservation Fund has supported organizations like the Gunung Palung Orangutan Conservation Program and HUTAN- Kinabatangan Orangutan Conservation Project. These organizations help educate locals in Southeast Asia about orangutans, wildlife conservation and sustainable farming techniques, in addition to recording the local population of orangutans.



BIRTH ANNOUNCEMENT

*Busch Gardens Tampa Bay
Welcomes
Southern white rhinoceros*

Busch Gardens Tampa released the first photos of its newest Southern White Rhinoceros recently, and from the looks of it, the kid is all right. The still unnamed female calf was born to mom, Kisiri, on Oct. 16 in the theme park's birthing pavilion. Park officials said Kisiri's been nurturing her more than 100-pound babe, and they have confidence that she'll continue to do so after being reintroduced into the Serengeti Plain attraction. Nature watchers will have to purchase tickets to the Serengeti Safari inside the park to get a glimpse of the new addition.

This makes baby rhino number three for Kisiri and Tambo, who have been doing their best to raise the numbers of Southern white rhinos. There are a little more than 20,000 left in the wild.

Females of the species can weigh in 5,000 pounds, making them the second largest land mammals behind elephants.

Do you have a story to share?

**An innovative training or
enrichment idea?**

**Share ideas with other animal professionals
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**for more information contact Cathy Schlott,
Publications chair, at engage@theabma.org**