

7/2023 - HENRY VILAS ZOO WORKPLACE PLAN 2022 – RESPONSE TO EOC

1. Work Environment/Morale/Respect/Professionalism

1. On-going - Future Goal: establish training for senior staff to improve communication

EOC - Has communication increased?

ANSWER - Yes via staff meetings, emails and more verbal 1:1 communication and training

5/9/22 - Create office hours for Management to meet with all staff

EOC - How many staff have participated?

ANSWER - I have had 5-6 staff take advantage of hours mostly zookeepers

5. On-going - Work with other AZA facilities on successful cultural development

EOC - How has this impacted staff? Are there other measures being used?

Yes – we are using the Just Culture model now to identify if mistakes are made the how/why behind them. We are improving processes to reduce/eliminate mistakes in several instances

ANSWER -Recently had CMZ staff visit (see 1.3)

3. Communications and Transparency – Management and Staff (EXTERNAL RECOMMENDATION #2 – Gather Input by Zookeepers and others on key decisions)

3. On-going - Develop comprehensive on-boarding process to introduce new staff to all areas and department functions at the zoo

EOC - Status of this process?

ANSWER -Handbook orientation for all staff in May, 2023 for their input. Incorporating input from staff in June/July.

5. Management/Supervision/Work Rules and Expectations (EXTERNAL RECOMMENDATION #6 – Standardize Processes)

2. On-going - Identify resources the county has for professional development for managers.

EOC - How are staff selected to participate in this?

ANSWER -We have a conference and training request form that staff fills out to go to trainings. We also are having Michael and Randy from FEI do staff trainings such as bullying in the workplace, creative solutions to conflict and performance management. Engaging FEI to roll out core values from exercise all staff participated in soon

8. Disparate Treatment and Employee Favoritism by Management (EXTERNAL RECOMMENDATION #3 – Eliminate claims of favoritism with “Just Cause”)

1. On-going - Create a culture where all staff feel safe to share concerns about disparate treatment

EOC - How are surveys conducted?

ANSWER -Zoo has purchased survey monkey and talking with Kyle Lunsby who does employee engagement surveys for zoos and aquariums. He will be submitting a proposal soon

9. Diversity, Equity, Access and Inclusion (DEAI) Education and Active Practice for and by all Management and Staff

2. 4/25/22 Met with nINA Collective to discuss proposal for consultation

EOC - RE Nina Collective, what was the outcome of this?

ANSWER -We have engaged a company to do our strategic plan that is focused on DEAI as it's backbone. It will start in August