

Oregon Zoo

Process for Reporting Animal Care and Welfare Concerns

Purpose:

To ensure that animal welfare is always of the highest priority, it is important that all staff members are able to bring forward any questions or concerns they may have regarding the welfare of the animals in our collection.

Animal Welfare Concern Reporting Process:

Step 1: Notify your immediate supervisor of the animal welfare concern. Ensure that the individual understands that you have a serious concern. (i.e., not just a question in passing).

Step 2: If you receive a response from your supervisor and continue to have concerns, notify a veterinarian, curator or other manager that you have a welfare concern.

Step 3: If you believe the concern has not been understood and addressed, submit an Animal Welfare Concern form as described below.

To submit a written concern, an **Animal Welfare Concern Form** must be filled out and turned in to the Oregon Zoo's Animal Welfare Committee (AWC). Forms can be found on ZOOGLE under the "Form Library" tab and can be submitted either via email, or printed and turned in to any member of the AWC committee, or dropped off in the AWC mailbox located in the LC administrative building.

Be aware that while these forms may be submitted anonymously this limits the AWC's ability to properly evaluate the concern and to communicate findings to concerned parties. Please note that Metro has a strict policy against retaliation; in no way will you be retaliated against for submitting a concern.

Note: Animal emergencies should be reported immediately to Security and any available LC staff member.

Animal welfare issues may include (but are not limited to):

- Health concerns
- Exhibit or facility issues
- Social Housing concerns
- Behavior abnormalities
- Nutrition or diet concerns

Staff reporting submitting an animal welfare concern form to AWC will receive written feedback from the Committee. Anonymous submissions will also be evaluated, though decisions and feedback will only be sent to the animal care staff overseeing the animal of concern.

The Oregon Zoo is committed to excellent animal care and welfare. We will work to address animal welfare concerns brought to our attention in a timely fashion.