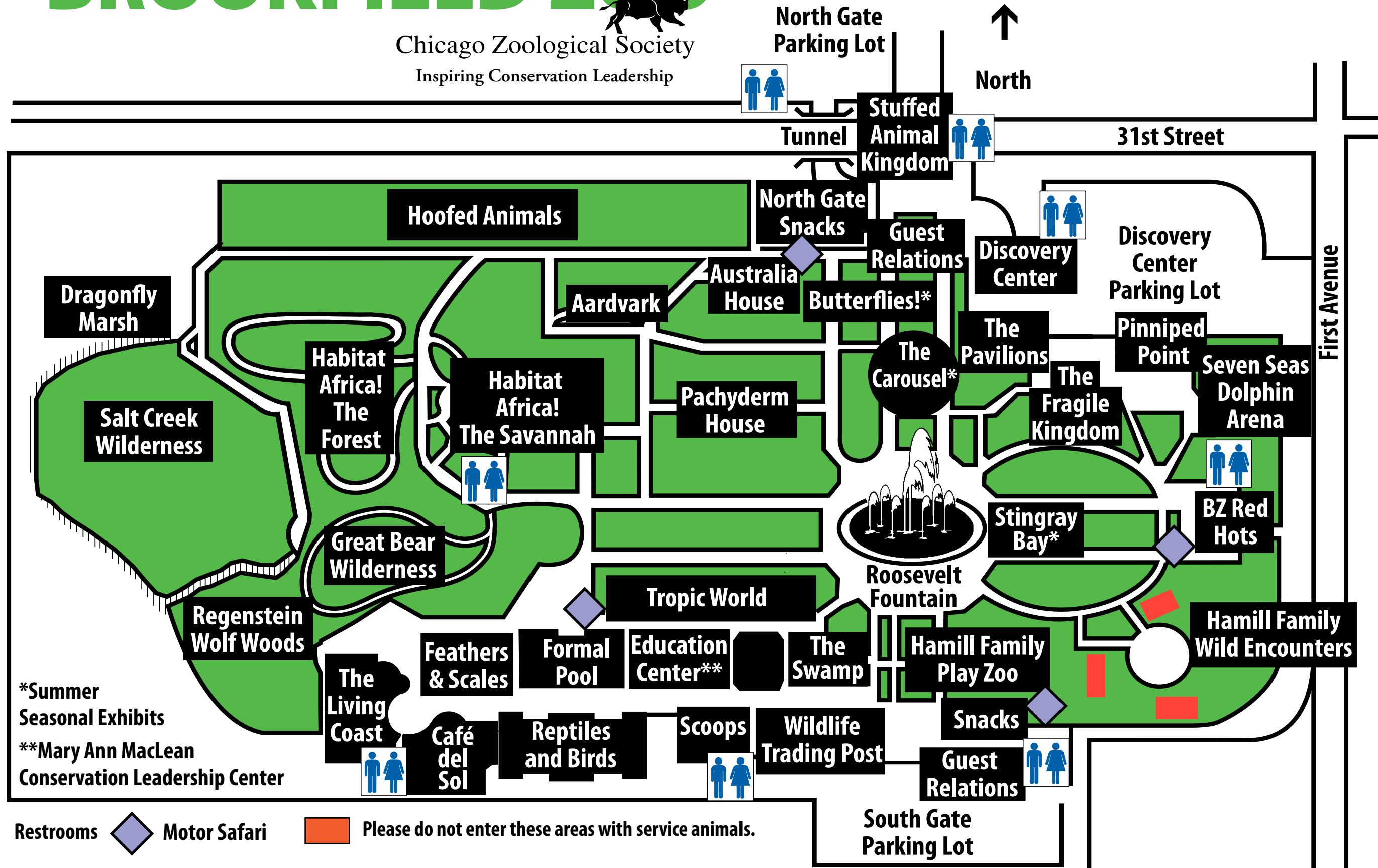


BROOKFIELD ZOO



Chicago Zoological Society
Inspiring Conservation Leadership



*Summer Seasonal Exhibits

**Mary Ann MacLean Conservation Leadership Center

If the animals in any area seem distressed by your service animal, please leave the area. Guests with service animals who wish to visit a restricted area may place their service animal in our Guest Kennel Facilities or have a member of their party hold their service animal, and request that a staff member provide them with a guided walk-through of the area. Please refer to the reverse for more information.

Welcome to

BROOKFIELD ZOO



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The staff and volunteers of the Chicago Zoological Society welcome you to Brookfield Zoo and are happy to answer your questions. You can also visit www.CZS.org/Accessibility or call (708) 688-8338 to have your questions answered.

General Accessibility Information

Staff is available to assist guests. A guide can be arranged, but please contact us at the above website (just complete the ADA Accessibility Request there) or at the above phone number at least 14 calendar days in advance.

Most of the exhibits at Brookfield Zoo have tactile elements to enhance guests' experience. A large staff of volunteers, located throughout the zoo in the summer, talk with guests about tactile artifacts that can be handled and touched. Hamill Family Play Zoo offers a variety of hands-on activities, including a quiet room for children who need a break.

Zoo Chats are conducted throughout the summer at various times during the day. You may obtain more information on Zoo Chats by visiting one of our volunteers located in the gazebos at the north and south entrances.

To assist in planning your visit, visual schedule books for guests with communication disorders are available on our website for printing.

Resources and Information for Guests with Sensory Disabilities

ASL interpreters for zoo visits, classes, programs, or other needs are available for the deaf and hearing-impaired. An interpreter is available by request at least 14 calendar days in advance. Submit the ADA Accessibility Request at www.CZS.org/Accessibility or call (708) 688-8338.

Visit www.CZS.org/YouTube to listen to animals at play, www.CZS.org/Facebook to see videos and photos, and www.CZS.org/Twitter to follow our animals' tweets.

Many of the videos playing in exhibit areas are captioned for the deaf and hearing-impaired.

BZ Care Kits are available at North and South Guest Relations. These kits are designed for guests with sensory disabilities and include zoo visual schedule books, noise-deafening headphones, name tags, "If Lost" ID bracelets, and stickers.

A teletypewriter (TTY) is available in our South Gate Reception office for placing an outside call. Our TTY number is (708) 688-8659. You can also contact us by using the Illinois Relay Service (dial 711) to access our main telephone number: (708) 688-8000.

Food menus and price lists in restaurants and admission pricing and packages at our entrances are available in printed form upon request. Whenever needed, a pad of paper and pen will be made available to guests for communication.

Assistive listening devices are available for loan at the South Gate Guest Relations building.

Staff is readily available to assist visually impaired guests with tasks such as reading signs, maps, and menus. Large-print maps are available at the South Gate Reception and North Guest Relations buildings and at the Public Safety Office near the South Gate.

Life-size statues and cutouts of animals are located throughout the zoo. At Wolf Woods, bronze plaques depict social behaviors.

Resources and Information for Guests with Physical Disabilities

Service animals and miniature horses that work or perform tasks for people with disabilities are welcome at Brookfield Zoo. Since visiting animals can pose certain concerns and challenges within a zoo setting, it is important that we advise you of our policies regarding these animals and ask for your cooperation.

Upon arrival, please check in at the North or South Guest Relations Building with your service animal.

Due to the natural predator/prey instinct, some zoo animals may react quickly or violently to the presence of a service animal, which can cause injury or even death. If you notice a zoo animal becoming distressed or overly aggressive by the presence of your service animal, please leave the area immediately. Also, access may be restricted on the day of your visit due to specific animal health concerns, such as recent births.

The Service Animal Map indicates in red the areas where service animals are prohibited. Because we want all guests to be able to enjoy all areas of the zoo, if you would like to visit a restricted area, we are happy to provide the following:

- Guest dog kennel facilities for your service dog while a staff member escorts you through the exhibit area(s). Unfortunately, we are unable to provide kennel facilities to miniature horses due to their size. If you would like to use the

kennel facilities, please ask any staff member to contact our Public Safety Office.

- A guided walk-through of the area by a staff member while another member of your party supervises and safeguards your service animal.

Our Motor Safari and Snowball Express trams and our carousel are wheelchair-accessible.

Electronic convenience vehicles (ECVs), wheelchairs, child strollers, and wagons are available to rent near the North and South Gates. Due to limited quantities of ECVs and wheelchairs, we recommend that you reserve one in advance of your visit by calling (708) 688-8347. Same-day reservations are not accepted.

Guests with a mobility disability may use Segways and other assistive mobility devices. Gas-powered devices are prohibited from all indoor areas due to the exhaust fumes. Some exhibits and buildings with narrow walkways may prohibit strollers from entering the building as they could pose a safety hazard in the event of an emergency evacuation. Guests with disabilities may use a personal mobility device in exhibits and buildings that normally prohibit strollers. Accessible picnic tables, many in shaded areas, are also located throughout the zoo.

Resources for Guests with Social Communication Disabilities

If you did not have the opportunity to print a visual schedule book at www.CZS.org/Accessibility, you may request a copy at the South or North Guest Relations buildings.

Visual Schedule books of the Hamill Family Play Zoo are available by request upon entering the Play Zoo. Guests can also print and assemble a book prior to their visit by visiting the website listed above.

Additional Resources and Information

Restroom facilities have one or more wheelchair-accessible stalls. Family restrooms are located adjacent to the North Gate ticket booths and next to Café del Sol Food Court.

An adult changing room is available at the Public Safety Office located just inside the South Gate entrance. Please keep in mind that while zoo employees are eager to assist, they are not trained or permitted to physically lift or assist in lifting a guest.

If you have any remaining questions, please feel free to call (708) 688-8338. We hope you enjoy your day and come back to visit us often!