



Chicago Zoological Society  
*Inspiring Conservation Leadership*

## Accessibility Guide

# Welcome to Brookfield Zoo!

The staff and volunteers of the Chicago Zoological Society welcome you to Brookfield Zoo and are happy to answer your questions, so please don't hesitate to ask. The information contained in this guide will be helpful in answering your questions. Should you have other questions related to accessibility or the resources available at the Brookfield Zoo, please visit our website at [www.CZS.org/Accessibility](http://www.CZS.org/Accessibility) or contact the Society's ADA Coordinator at **(708) 688-8338**.

## Admission

All guests are required to have a valid form of admission to enter Brookfield Zoo. General Admission Tickets can be purchased from our website or upon entering the zoo. The zoo has free admission on Tuesdays, Thursdays, Saturdays and Sundays in January and February and Tuesdays and Thursdays in October through December.

## BZ Care Kits

BZ Care Kits are available at both 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.

## First Aid

For emergencies and lost-and-found service, go to the First Aid/Security/Lost-and-Found Office near the South Gate. In an emergency situation, any staff member can contact the First Aide/Security Office on your behalf.

## Parking

Accessible parking spaces are available at both our North and South Gate entrances on a first-come, first-served basis. If all accessible parking spaces are taken, please notify one of our Park Safety Officers who will determine if additional accessible parking can be made available. The South Gate parking lot provides closer access to the zoo and may be more desirable for our guests with physical disabilities.

## Smoking Policy

For the health and safety of our guests and animals, smoking is restricted to three designated areas located through the zoo. Please refer to a zoo map for smoking area locations.

## General Accessibility Information

Society staff members are available to assist our guests who may need assistance during their visit. A park guide can be arranged, but please contact us at the above Web site address, complete the ADA Accessibility Request you will find there, or contact us by phone at least 14 calendar days in advance.

Most of the exhibits at Brookfield Zoo have tactile elements to enhance our guests' experience. A listing of exhibits, the types of animals you will find at each exhibit, and features for guests with disabilities can be found later in this guide.

Brookfield Zoo has a large staff of volunteers located throughout the zoo in the summer who talk with guests about tactile artifacts that can be handled and touched. Our 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 or by visiting [www.CZS.org/ZooChats](http://www.CZS.org/ZooChats).

To assist in planning your visit, visual schedule books for guests with communication disorders are available at [www.CZS.org/Accessibility](http://www.CZS.org/Accessibility) to print and assemble prior to your visit. You can also obtain a visual schedule book at the North or South Guest Relations building for use during your visit.

## Programs and Classes

### Educational Programs

Our educational programs, a list of which can be found at [www.CZS.org/Learning](http://www.CZS.org/Learning), have been modified or developed to meet the needs of diverse audiences.

American Sign Language ("ASL") interpreters are available for public programs and classes by advance request. Complete and submit the ADA Accessibility Request at [www.CZS.org/Accessibility](http://www.CZS.org/Accessibility) or by calling **(708) 688-8338** at least 14 calendar days in advance.

Hands-on educational programs for groups with disabilities are available through our Conservation Education and Training department by calling 1-708-688-8369 for information.

We also have a Good Works and Bridges Volunteer programs for teens and adults. Please call 1-708-688-8304 for more information.

## **Backstage Adventures**

If you or someone you know has always dreamed of being a zookeeper, Brookfield Zoo has a variety of Backstage Adventures programs you can choose from. Information on our Backstage Adventures programs can be found at [www.CZS.org/BackstageAdventures](http://www.CZS.org/BackstageAdventures). If you or someone you know is interested in taking part in a Backstage Adventure, but may not be sure if a specific program is suitable for someone with a specific disability, please contact our Interpretive Program Manager at 1-708-688-8845.

## **Line Policies**

Because some guests with disabilities may find it difficult to stand in lines or to navigate wheelchairs or to walk with crutches, etc. through lines, they are not required to wait in lines to purchase tickets to enter the zoo or for special attractions.

### **Tram Line Policy**

Some guests with disabilities may find it difficult to stand in line or navigate wheelchairs or with crutches, etc. through existing Safari tram lines. These guests are given priority seating upon request or will be invited to wait in a convenient and comfortable area near the tram station until it is their turn to be boarded. Their spot in line may be held by a companion or other guest so that they can be boarded on the tram when their turn arrives. Because there are limited numbers of wheelchair-accessible seats, guests who are not in wheelchairs will be seated in non-wheelchair accessible seats on the tram to accommodate a guest in a wheelchair. If non-disabled guests are in seats that accommodate wheelchairs and there are other available seats on the tram, those guests will be asked to move to another empty seat on the tram to accommodate a guest in a wheelchair.

Every effort will be made to accommodate a guest with a disability who requests priority seating and asks to be seated on the tram before other guests who are waiting in line.

### **Carousel Line Policy**

Guests with disabilities are not required to wait in line at the Carousel. Guests with disabilities are allowed to enter the Carousel through the exit line once the Carousel has emptied from the previous ride. A ramp onto the Carousel and bench seating is available; one of the bench seats flips up and has a mechanism to secure a wheelchair.

## Dolphins in Action Line Policy

Individuals who have difficulty walking or standing are not required to wait in the normal line for the Dolphins in Action attraction. The guest and a companion can bypass the line by entering the stadium on the south side of the Seven Seas Gift Shop. Signage located at the entrance to the show directs the guest(s) accordingly. The ticket taker will provide access into the stadium, and Seven Seas attendants will direct the individual(s) to designated seating areas.

## Resources and Information for Guests with Sensory Disabilities

### Interpreters

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

Visit our social media pages to listen to animals at play or see photos and videos: YouTube Channel at [www.YouTube.com/CZSBrookfieldZoo](http://www.YouTube.com/CZSBrookfieldZoo); Facebook page at [www.Facebook.com/BrookfieldZoo](http://www.Facebook.com/BrookfieldZoo); Instagram page at [www.Instagram.com/BrookfieldZoo](http://www.Instagram.com/BrookfieldZoo); and Twitter account at [www.Twitter.com/Brookfield\\_Zoo](http://www.Twitter.com/Brookfield_Zoo). Many of the videos playing in exhibit areas are captioned for the deaf and hearing-impaired.

### TTY

A teletypewriter (TTY) is available in our South Gate Reception office to place 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**.

### Menus

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 communicating with Zoo staff. Staff members are always happy to read menus to guests if requested.

### Assistive Listening Devices

An assistive listening device is available for loan at the South Guest Relations building.

## **Maps and Signage**

Society staff members are readily available to assist visually impaired guests with tasks such as reading signs, maps, and menus. Vision Impaired/Service Animal Maps are available at the South Gate and North Guest reception buildings and at the Public Safety Office located near the South Gate.

## **Resources and Information for Guests with Physical Disabilities**

### **Service Animals**

Service animals are welcome at Brookfield Zoo. Since service 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 Gate Relations Building with your service animal. Guests will be asked for the breed of their animal and be given a Service Animal Map.

The Service Animal Map indicates areas where service animals are prohibited and can be found at [www.CZs.org/Accessibility](http://www.CZs.org/Accessibility). 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, as there is the potential for direct contact between your service animal and some zoo animals, access may be restricted on the day of your visit due to specific animal health concerns, such as recent births.

In addition to the provisions about service dogs, miniature horses, while not considered Service Animals, are also recognized under the law as animals that work or perform tasks for people with disabilities. These horses are individually trained to work with people with disabilities and due to their longer service life and size, may be a better alternative to some than a service dog. The same Service Animal Rules apply to miniature horses, with some exceptions as noted within this document.

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

If you would like to use either of the above options, please ask any staff member to contact our Public Safety Office.

## **Motor Safari, Snowball Express Trams and Carousel**

Our Motor Safari, Snowball Express Trams and our Carousel are all wheelchair accessible.

## **Strollers**

For safety reasons, some buildings at the zoo prohibit strollers from entering as walkways can be narrow and an abundance of strollers can be hazardous for guests needing to evacuate in case of an emergency. Signage instructing guests where strollers can be parked is posted at these locations.

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, such as a wheelchair or a stroller for a child with a disability or other type of mobility device (with the exception of gas-powered devices).

## **Mobility Devices Available at the Zoo**

Electronic convenience vehicles (“ECV”s), wheelchairs, child strollers, and wagons are available for rent near the North and South Gates. Due to limited quantities of ECVs and wheelchairs available, we recommend you reserve one in advance of your visit by calling **(708) 688-8347**. You will be prompted to leave your name, telephone number and date of your visit. If you call before 5:00 p.m. CT, a Zoo staff member will return your call that same-day. If you call after 5:00 p.m. CT, a Zoo staff member will return your call before close of business on the next business day. Same-day reservations are not accepted. Guests can also bring in their own mobility devices (see below).

A listing of the mobility devices available for rental and associated costs can be found at [www.CZS.org/Rentals](http://www.CZS.org/Rentals).

If you wish to secure your stroller, locks are available at both the North and South Gate rental locations for a refundable \$10 deposit.

## **Personal Mobility Devices**

Guests with a mobility disability may use Segways (operated in Turtle mode only) and other assistive mobility devices. Gas-powered devices are prohibited from all indoor areas due to the exhaust fumes. All users of Segways are expected to abide by our “Rules of the Road” for such devices and to sign an acknowledgement at the Zoo’s Public Safety Office.

Please note - Some outdoor areas and indoor exhibits of the zoo may contain narrow walkways, low rock outcroppings, branches, and doorways, and/or uneven terrain. Guests are cautioned to use care when operating electronic mobility devices and wheelchairs at all times.

## Resources for Guests with Social Communication Disabilities

### Visual Schedule Books

If you did not have the opportunity to print a visual schedule book prior to your visit at [www.CZS.org/Accessibility](http://www.CZS.org/Accessibility), you may obtain a copy at the South or North Gate Relations buildings for use during your visit. The Hamill Family Play Zoo also has visual schedule books that can be used during your visit.

## Additional Resources and Information

### Restrooms

Restroom facilities have one or more wheelchair-accessible stalls. Family restrooms (mother/son and father/daughter) are located adjacent to the North Gate ticket booths and next to the Starfish Court restaurant.

A private room is available at Hamill Family Play zoo for nursing mothers if desired. There is no admission fee to Hamill Family Plan Zoo for nursing mothers who wish to use this room.

Diapers are sold in the Wildlife Trading Post, Stuffed Animal Kingdom, and Coast Gifts.

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

### Miscellaneous

Accessible picnic tables, many in shaded areas, are also located throughout the zoo.



## Exhibits and Attractions

The following information will assist you in planning your zoo visit. You can experience Brookfield Zoo in a wide variety of fun and educational activities. Listed below are some features of our exhibits. Also, “insert a face” activities are scattered throughout the park along with life-sized cutout of animals. Educational placards with large photos can keep children engaged while walking from exhibit to exhibit and benches are stationed throughout the park for guests to rest and observe native wildlife.

### Aardvarks

An outdoor play area is open seasonally and there is low viewing in the indoor area. The exhibit contains a variety of educational placards. There is also a mound activity outside to explore where termites live that includes an activity describing how an Aardvark tears through a mound to get at food.



### Australia House

Several cutouts of animals are located throughout the building. A pouch activity helps guests understand how a pouch can be useful to an animal. Open enclosures for wombats allow guests to use their senses to experience the animals more closely. There are also free-flying bats who have distinguished smells and sounds. Please be advised that this building contains low rocks on the ceiling in the bat area.



## **Big Cats**

At Big Cats you will find African lions, Amur tigers, Amur leopards, snow leopards and sloth bears. Life-size cutouts are available along with low viewing areas and fences to see animals from different angles.



## **Butterflies**

This is a seasonal exhibit, which allows guests to experience butterflies up close.



## The Carousel

The relaxing rhythm can calm anxious guests and hand-carved wooden animals allow for a tactile experience. The Carousel is a very colorful enhancing visual stimulation. The Carousel is also wheelchair accessible.



## Dragonfly Marsh

Dragonfly Marsh is a quiet place where guests can walk and observe natural wildlife.



## Feathers and Scales

This exhibit contains low viewing windows and guests can hear the birds.



## **The Fragile Desert and Rain Forest**

Interactive educational activities are located throughout this exhibit. Open viewing for the caracal and binturong (bearcat) areas allow guests to experience these animals with their senses. The rain forest is built like an outpost and popular activity is to follow the placards throughout the exhibit. Please be advised that these exhibits contain some narrow walkways, low illumination, and rocks in certain pathways.



## The Formal Pool

This is a relaxing place to enjoy native wildlife and the pelicans that were rescued from the Gulf Oil spill. The formal pool is also beautifully landscaped with animal topiaries.



## Great Bear Wilderness

The animals you will encounter at Great Bear Wilderness include grizzly bears, polar bears, bison, eagles, and Mexican gray wolves. Educational placards emphasize conservation issues, the zoo's breeding history, and the history of our Grizzly bears, Jim and Axhi. Life-size animal cutouts are also available along with a narrated and captioned video about conservation. An ice floe jumping activity is located on the floor of the exhibit and underwater viewing brings guests closer to the animals.





## **Habitat Africa! The Forest**

Do you know the difference between a zebra and an okapi? To find out, visit Habitat Africa! The Forest. Many educational placards are located throughout the trail. Please be advised that this trail contains uneven terrain.



## **Habitat Africa! The Savannah**

Rope doors between various sections of the exhibit are interactive. Free-flying birds provide a searching activity and a more intimate auditory experience. Two interactive activities are available for the African wild dogs. Please be advised that the mongoose area has a low ceiling and low illumination.



## [Hamill Family Play Zoo](#)

At Hamill Family Play Zoo you will find a wide variety of animals such as lemurs, lizards, house cats, guinea pigs, snakes, African hedgehogs, rabbits, and salamanders. The Play Zoo is designed for children up to age 10 and provides them with a setting where they can play, explore, build, and do. A Play Garden and Sound and Sensory Play Garden are located in the backyard of the Play Zoo. All activities are very interactive and easily adapted for all developmental levels. Crafts rotate during the year and Play Partners are located throughout the zoo giving guests the ability to touch and learn about certain animals. The Play Zoo also offers a quiet room for children who need a break.



## **Hoofed Animals**

Przewalski's horses, camels, zebras and addax can all be found at our Hoofed Animals exhibit. Placards discuss the animal's origins and the Species Survival Plan. Open viewing allows guests to experience the animals' smells and sounds up close.



## Indian Lake

Indian Lake is a quiet place where guests can walk and observe natural wildlife. A number of bird species use Indian Lake as a migratory resting stop, and others make it their home all year long.



## The Living Coast

Life sized cutouts of fish and penguins are displayed along the walls, which also contain different textures. Free-flying birds provide a searching activity and a more intimate auditory experience. Guests can also experience an ocean wave. Guests can “be a penguin.” Sea turtle nesting activities are interactive and can be applied to different developmental levels.





## Pachyderm House

Open enclosures allow for animal smells and sounds to be expressed.



## Pinniped Point

An “Actions Speak Louder than Words” placard visually explains the different behaviors guests may be seeing but not necessarily hearing. Low-viewing windows and underwater viewing are both available. Woodcarvings on benches provide tactile experiences.



## Playgrounds

Our playgrounds include slides and various types of climbing experiences. Picnic tables are available in shaded areas for resting. These are also great places to rest service animals in need of a break.



## Regenstein Wolf Woods

A wingspan activity is available for interpreting the size of an animal. Life-size statues are located throughout the exhibit and a “Kill Site” activity details a hunt with very descriptive images. Guests can view a wolf den in the indoor viewing area. The howling activity allows guests to experience complete darkness and hear actual wolf calls. Camera viewing is also available within the exhibit.



## **Reptiles and Birds**

Low-viewing windows and birds in free flight in the aviary provide guests with various sensory experiences.



## **Salt Creek Nature Trail**

Guests can relax and learn more about their native wildlife through field guide illustrations of plants and animals and journal entries from a naturalist. Other fun facts and games are available to engage younger visitors.



## Seven Seas and Dolphinarium

In the Underground Viewing Area, guests can find low-viewing windows and an educational video. Guests can also attend a Dolphins in Action presentation in the dolphinarium above, where they can experience animal behaviors.



## **Splash Pad**

Located outside of the Living Coast, the splash pad offers guests of all ages a way to cool off with a variety of water features. Benches are available in shady areas for resting.



## [The Swamp](#)

Alligators, birds, otters, and bugs live in our Swamp. The exhibits are open allowing guests to experience the animals with various senses. The Swamp boat and video are interactive activities showing guests a real swamp. Bug exhibits are positioned low allowing for easy access for children or guests in mobility devices.



## [Tropic World](#)

Educational interactive placards are available throughout the exhibit. A waterfall and a thunderstorm can be experienced up close. A family album for the orangutans is available for guests to follow their family tree. Many of our primates can be quite vocal and give our guests a wonderful, albeit a bit loud, example of their many vocal talents throughout the day.

Please be advised that this exhibit contains low entrances, low hanging branches, and rock outcroppings. Inside, the doors between animal areas are designed to remain closed when not in use to keep free-flying birds from flying from one animal area to another. If you need assistance with an inside door, please ask one of our many volunteers or staff members for help. Also, pathways in this exhibit are designed to mimic the paths one might encounter in the wild. As such, some pathways are uneven and may provide a bumpy ride for those in a stroller, wheelchair, or other mobility device.





## Wild Encounters

This interactive experience includes an aviary with hundreds of free-flying parakeets you can feed using a feed stick. Parakeets can also land on visitors' head, arms, and hands. Some parakeets may be on the floor of the exhibit. The birds chirp loudly. If startled by a loud noise or sudden movement, parakeets can fly away rather quickly.

Other exhibits include a wallaby and emu yard where guests are free to roam inside. Guests are asked to stay on the pedestrian path of the exhibit. There is a sitting area in the center of the exhibit. In the goat yard, guests can groom and feed the animals.

In the center of the plaza, there is a sitting area with large colorful mobiles that spin with the wind. From time to time, there are animal keepers roaming the exhibit with Animal Ambassadors that guests can meet up close.



**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!**