



## How Southwest Wildlife is keeping you and our animals safe during COVID-19

Staff and volunteers alike have used this stay-at-home period to evaluate all of our tour processes and procedures and update our policies as necessary to protect the health and wellbeing of our guests and do our best to control the spread of COVID-19.

As we navigate this dynamic situation, we've made some changes to our guided tour experience. We're committed to continue to make proactive decisions regarding the health of our visitors, staff, volunteers, and animals. Here's what you can expect when you visit our sanctuary on or after our reopening day, **Friday, May 22:**

- All guests, guides, and other staff/volunteers are **required to wear masks at all times**. Please bring a mask or other facial covering with you for your tour. If you don't have a mask at home, we will have some available for purchase in our gift shop.
- Per CDC recommendations, all guests not in the same party must maintain a **social distance of six feet**.
- To assist in this effort, we have decreased our maximum tour capacity from 20 to 10, and have opted to host two tours with staggered start times per tour day.
- We have designated a guest bathroom which we will thoroughly sanitize before and after every tour.

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- We have posted updated signage in bathrooms with sanitary precautions like proper handwashing technique for all of our staff, guests, and volunteers.
- Hand sanitizer is available in our seating area and outside of the bathroom.
- We have updated our cleaning procedures further and will be sanitizing all pens, clipboards, and seating areas between tours.
- We have updated our gift shop procedures for a no-touch experience.
- If you are feeling unwell on the day of your tour for any reason, please call the Education Department at (480) 471-3621 to either reschedule your tour at no charge, or to be issued a full refund.