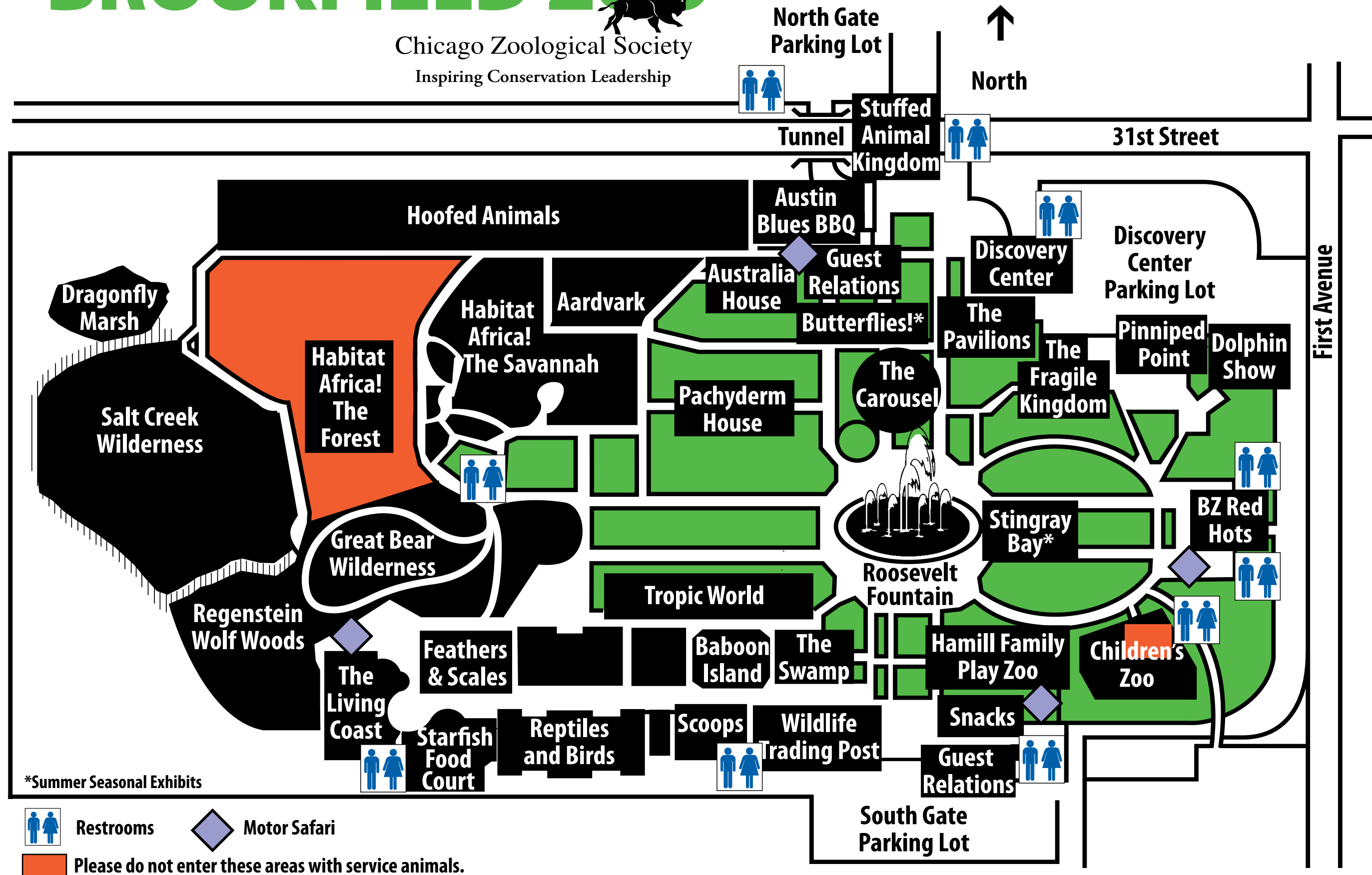


BROOKFIELD ZOO



Chicago Zoological Society
Inspiring Conservation Leadership



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.

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 are available to assist guests. A guide can be arranged, but please contact us at the above Web site (just complete the ADA Accommodation 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 Web site 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 Accommodation 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.

A teletypewriter (TTY) is available in our Membership office for placing an outside call. Our TTY number is (708) 688-8659. The attendant at the South Gate reception building can provide you with access to the Membership office. 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 and North Guest reception buildings.

Staff are 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 and North Guest reception 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 (dogs and miniature horses) 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 with your service animal. You will meet with a Public Safety Officer, be given a Service Animal Map, and asked to acknowledge our Service Animal Guidelines. You will receive a sticker that will let other staff know that you have checked in and are aware of our Service Animal Guidelines so that you can enjoy your visit without interruptions. We ask that the sticker be prominently displayed and worn by the person with the service animal.

The Service Animal Map indicates areas where service animals are prohibited. 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.

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.

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. All users of mobility devices are expected to abide by our "Rules of the Road" for such devices and to sign an acknowledgement.

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 obtain a copy at the South Gate or North Gate reception buildings. Please be advised that we do not have the supplies necessary to complete the book, such as scissors or adhesive Velcro tape.

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 Starfish 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!