

**COLLECTIVE BARGAINING AGREEMENT**

**Between**

**LINCOLN PARK ZOOLOGICAL SOCIETY**

**And**

**SEIU, LOCAL 73**

**2021-2026**

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## **AGREEMENT**

This Agreement is entered into by and between the Lincoln Park Zoological Society (hereinafter referred to as "the Society") and the Service Employees International Union, Local 73, CTW, CLC, (hereinafter referred to as "the Union").

It is the purpose and intent of the parties through this Agreement to establish and promote harmonious relations between the parties; promote the highest quality of animal care; provide efficient, uninterrupted and effective services to the public; provide an equitable and peaceful procedure for the resolution of differences under this Agreement; and establish and maintain wages, hours, and terms and conditions of employment through collective bargaining.

### **Article 1 Recognition**

The Society recognizes the Union as the sole and exclusive representative for the purpose of collective bargaining with respect to wages, hours and other terms and conditions of employment for employees in the following full or part-time job classifications: Apprentice Keeper; Assistant Keeper, Assistant Keeper I, Animal Keeper; Lead Keeper; Assistant Lead Keeper, Veterinary Technician; Nutrition Center Technician; Nutrition Center/Relief Keeper; Pest Control Coordinator, Cleaning Fanatic, Lead Cleaning Fanatic, Facilities Staff and Lead Facilities Staff.

The Society agrees that if a title has not been filled for over 5 years, it will be removed from the recognition clause, but not from the bargaining unit. If a title or substantially equivalent job is subsequently resurrected or renamed, it is understood that such title or job will be part of the historical bargaining unit provided the duties are substantially the same as the former title. However, this provision does not affect work historically performed by employees outside of this bargaining unit.

### **Article 2 Management Rights**

Except as specifically limited by this Agreement, the Society reserves the sole right and authority to manage the zoo, including but not limited to the rights to: determine its mission, policies and budget; determine the standards of service offered to the public; direct, plan and control zoo operations; determine the methods, means and number of personnel needed to carry out the zoo's mission; direct the work forces; establish and change work schedules and duties; hire, transfer and promote employees; discipline or discharge employees for just cause; relieve employees because of lack of work, lack of funds, reorganization or for other reasons that promote the efficiency of the operations; and introduce new and improved operating methods, equipment or facilities.

### **Article 3** **Employee Handbook, Society Policies and Union Agreement**

The Society agrees that the express provisions of this Agreement supersede any conflicting provisions in the employee handbook and/or Society policies.

Except for emergency situations, the Society agrees to give the Union 15 days' notice in advance of making any substantive changes to the employee handbook or its policies, affording the Union the opportunity to respond. "Substantive changes" are those which affect terms and conditions of employment. "Emergency situations" are those that pose an immediate and dangerous situation.

### **Article 4** **Non-discrimination**

Neither the Society nor the Union shall discriminate against any employee in violation of any applicable law prohibiting discrimination on the basis of race, sex, color, religion, national origin, age, marital status, unfavorable discharge from military service, Union activities or refraining from Union activities, sexual preference and/or disability. The Union agrees to work cooperatively with the Society to insure equal employment opportunities as required by the law in all aspects of employment.

### **Article 5** **Classifications**

#### **5.1      Apprentice Keepers, Assistant Keepers, Assistant Keeper I's and Temporary and Seasonal Employees.**

Apprentice Keepers are eligible for standard benefits, including health insurance, as provided to full time employees, vacation and, sick leave under Article 13.4 and the attendance bonuses under Article 6.8. Apprentice Keepers hired after the effective date of this Agreement will be eligible for promotion after one year of employment. The Society may hire a maximum of two (2) Apprentice Keepers at any given time.

See the side letter agreement for Apprentice Keeper program details.

The Society may employ no more than a combination of five (5) full-time Assistant Keepers and/or Assistant Keeper I's at any given time. Employees in the Assistant Keeper classification shall promote to Assistant Keeper I after one (1) year in the position provided the individual has incurred no discipline and has scored "meets expectations" or better on their employee evaluation. Employees in the Assistant Keeper I classification shall promote to Keeper position after two years in the position provided the individual has incurred no discipline and scored "meets expectations" or better on their employee evaluation.

Temporary and seasonal employees are not covered by this Agreement. Temporary employees are hired to fill in for regular employees who are absent but who are expected to return, as for

example, employees who are absent due to illness, injury or pregnancy. They may also be used to temporarily hold a position for a bargaining unit employee who might otherwise be released as a result of building closures for renovation or for special projects such as opening a new building. The Society shall attempt to hire a temporary keeper within fourteen (14) days of becoming aware of an extended leave of absence such as medical, FMLA or personal leave.

Temporary employees will not be employed in a position for more than six (6) consecutive months. If a temporary employee remains employed in a position for more than six (6) consecutive months, the Society will confer with the Union about the circumstances that warrant an extension. Unless they are filling in for or holding a job for a specific employee, temporary employees who remain employed beyond one year shall become regular employees and fill the same position with the same number of hours as the position they were filling. Temporary employees shall not work the night shift alone and are not eligible for overtime for special events. Prior to hiring a temporary employee, the Society shall offer the temporary position to a current part-time bargaining unit employee who is currently trained and competent to assume the position.

Seasonal workers are hired to provide additional help during busy seasons. Seasonal employees will not work full-time for more than four (4) consecutive months per year and their total hours for any given calendar year shall not exceed one thousand forty (1040) each. So long as the Zoo remains within its present configuration with respect to facilities, if the Society hires more than two (2) seasonal keepers at any given time, the Society will bargain with the Union over the effects.

### **5.2 Advanced Animal Care Certification.**

Animal Keepers, Assistant Lead Keepers, and Lead Keepers may apply for Advanced Animal Care certification. Staff who receive Advanced Animal Care certification will receive a \$1,500 permanent addition to their base salary.

See the side letter agreement Appendix B for Advanced Animal Care certification details.

Veterinary Technicians may apply for the program upon completion of revised program changes.

### **5.3. Advanced Lead Keeper Certification.**

Only Assistant Lead Keepers and Lead Keepers with Advanced Animal Care Certification may apply for this certification. Successful candidates will receive a permanent \$1,000 addition to their base.

See the side letter agreement Appendix A for Advanced Lead Keeper program details.

### **5.4 Nutrition Technician Certification.**

By no later than March 31, 2023, the parties will create a Nutrition Technician Certification program that will allow Nutrition Technicians to attain an Advanced Certification. This shall be done with a joint committee that includes three bargaining unit members of which one shall be a Nutrition Technician.

### **5.5 New or Merged Job Classifications.**

The Society will notify the Union at least fifteen (15) days prior to establishing any new job classification which will perform work currently performed by members of the bargaining unit or which will share a community of interest with members of the bargaining unit or merging job classifications where one or more of the affected classifications is within the unit.

If the new or merged job classifications fall within the Union's jurisdiction, upon request, the Society will meet with the Union to discuss the nature of the duties of the newly established position and, upon the Union's request, the parties shall negotiate the terms and conditions of employment for the new position(s).

The Society agrees not to create a new job or category of position that shares a community of interest with employees in the existing unit and/or positions listed in the recognition clause for the purpose of removing such titles or categories of position from the bargaining unit.

### **5.6 Supervisors Performing Bargaining Unit Work.**

As a general practice, the parties agree that the Society will not allow non-bargaining unit employees to perform bargaining unit work. Non-bargaining unit supervisors may perform bargaining unit work to initially train keeper staff, to train or familiarize themselves with keeper runs and up to one day per month to stay current with the daily run activities under their supervision, and to participate in operant conditioning and the behavioral enrichment program. The purpose of non-bargaining unit supervisors' participation in operant conditioning and the behavioral enrichment program is to maintain operant conditioning skills and train keepers in operant conditioning and behavioral enrichment; it is not the intent to reduce the animal training performed by the Keepers. Supervisors may also perform keeper work due to unplanned staffing shortages (such as sick calls, bereavement, etc.) if there is not a trained keeper available or to permit a keeper to engage in a special activity such as accompanying an animal to the hospital. Supervisors are not allowed to do bargaining unit work to cover shortage of staff due to planned vacation, holiday comp., administrative leave or personal time off, or to fill open or permanent vacancies on an ongoing basis. If the Society employs interns, the use of interns will not diminish bargaining unit members' work. Due to the specialized nature of work performed by Cleaning Fanatics and Facilities staff, non-bargaining unit Facilities and Cleaning Fanatic Supervisors may work on unique projects which require additional training or expertise with bargaining unit members, consistent with the parties' practice (e.g. refrigeration of the snake room).

## **Article 6**

### **Wages**

#### **6.1 Hourly Wage Rates.**

The base wages paid to employees covered by this Agreement shall be as follows:

- Effective as of the date of ratification, all bargaining unit members who are in the classification of Cleaning Fanatics, Lead Cleaning Fanatic and Apprentice Keeper shall receive a pay adjustment of \$1.50 per hour added to their base wage and all other bargaining unit employees shall receive a one-time \$250 bonus by September 1, 2021.

- For the period of April 1, 2021 through March 30, 2022: If the Society provides a general wage increase to non-bargaining unit members that is greater than the 2.5% wage increase provided to bargaining unit members on January 1, 2021 and the \$250 bonus, then the Society will provide an increase to bargaining unit members equal to the amount of the general increase given that exceeded the 2.5% increase and the \$250 bonus.
- Effective April 1, 2022, all bargaining unit members shall receive a 2.0% increase in their current wages, except Lead Keepers shall receive a 1.0% increase in their current wages, and Facilities Staff shall receive a 2.5% increase in their current wages.

| Job Title                             | Year 1<br>Hourly Wage | Year 2<br>Hourly Wage |  |
|---------------------------------------|-----------------------|-----------------------|--|
| <b>Apprentice Keeper</b>              | 16.88                 | 17.22                 |  |
| <b>Assistant Keeper</b>               | 18.29                 | 18.66                 |  |
| <b>Assistant Keeper I</b>             | 21.48                 | 21.91                 |  |
| <b>Nutrition Center Technician</b>    | 24.60                 | 25.09                 |  |
| <b>Animal Keeper</b>                  | 27.07                 | 27.61                 |  |
| <b>Veterinary Technician</b>          | 27.07                 | 27.61                 |  |
| <b>Nutrition Center/Relief Keeper</b> | 27.07                 | 27.61                 |  |
| <b>Pest Control Coordinator</b>       | 28.57                 | 29.14                 |  |
| <b>Assistant Lead Keeper</b>          | 28.57                 | 29.14                 |  |
| <b>Lead Keeper</b>                    | 32.03                 | 32.35                 |  |
| <b>Cleaning Fanatic</b>               | 17.30                 | 17.65                 |  |
| <b>Lead Cleaning Fanatic</b>          | 18.96                 | 19.34                 |  |
| <b>Facilities Staff</b>               | 21.48                 | 22.02                 |  |
| <b>Lead Facilities Staff</b>          | 23.15                 | 23.73                 |  |

## 6.2 2019 Wage Reopener

The parties agree to convene three months prior to March 31, 2023 to negotiate wage increases for 2023, 2024 and 2025 as part of a three-year wage reopener. At such time each party may raise up to five (5) non-economic issues.

## 6.3 Longevity Bonus.

Following the effective date of this contract, employees shall receive a one-time longevity bonus in the pay period following the anniversary date of their employment as a regular full-time/regular part-time employee:

- 5 years-- \$130
- 10 years--\$280
- 15 years--\$380
- 20 years--\$480
- 25 years--\$580
- 30 years--\$680
- 35 years--\$780

Beginning in January 1, 2022, employees shall receive a one-time longevity bonus in the pay period following the anniversary date of their employment as a regular full-time/regular part-time employee:

- 5 years-- \$150
- 10 years-- \$300
- 15 years-- \$400
- 20 years-- \$500
- 25 years-- \$600
- 30 years-- \$700
- 35 years-- \$800

Such bonuses shall not be considered an addition to the employee's base pay.

#### **6.4    Exceptional Performance Award.**

The Society retains the right to grant discretionary awards to members of the bargaining unit who demonstrate exceptional performance. Any monetary award will be a bonus and not an adjustment to base. Examples of exceptional performance include, but are not limited to, performance over and above the Society's normal expectations with respect to animal husbandry, program implementation or development, guest service, staff supervision, response to emergencies or fund-raising. Employees may submit written nominations for this award to the Vice President of Human Resources.

#### **6.5    Out of Classification Pay.**

Employees who are assigned or directed by the Society to function in a higher paid classification as for example but not limited to situations where another employee has left the Society's employment, has an extended illness or has been granted an extended leave of absence shall be paid the rate for the higher paid classification commencing with the first day.

#### **6.6    Call-In Pay.**

Employees called in for work outside their regular working hours shall receive at least a minimum of three (3) hours of work or pay at two (2) times their regular hourly rate. If the call-in happens on an employee's recognized holiday as determined by Article 9, the Society shall pay the employee two and one- half (2 ½) times his/her hourly rate.

#### **6.7    Attendance Bonuses.**

Employees who have perfect attendance for the year beginning December 1, 2020 and ending November 30, 2021 shall receive a bonus of \$250 and two (2) additional personal days to be used throughout the year with the approval of their supervisors. For purposes of this Section, "perfect attendance" means not taking any sick time off. Time off due to an injury sustained at work shall not be counted against the employee earning the perfect attendance bonus. Employees who are absent only one (1) day for illness shall receive a bonus of \$100 and one additional personal day to be used throughout the year with the approval of their supervisors.

Beginning with the year starting December 1, 2021, employees who have perfect attendance shall receive a bonus of \$250. For purposes of this Section, "perfect attendance" means not

taking any sick time off. Time off due to an injury sustained at work shall not be counted against the employee earning the perfect attendance bonus.

## **Article 7** **Professional Development**

### **7.1 Conferences.**

In order to provide members of the bargaining unit the opportunity for professional growth and development, the Society will set aside the following amounts for employees covered by this Agreement to attend conferences or obtain other training:

- April 1, 2021: \$19,500 total for fees and transportation.
- April 1, 2022: \$20,000 total for fees and transportation.
- April 1, 2023: \$20,500 total for fees and transportation.
- April 1, 2024: \$21,000 total for fees and transportation
- April 1, 2025: \$21,500 total for fees and transportation.

These amounts are the total amount available to the unit.

The Society shall respond in writing to requests to attend conferences as provided for in this Article by February 1 for the next fiscal year.

At the end of the fiscal year, after the Society has reimbursed employees for all pre-approved professional development workshops, trainings or conferences, any remaining balance from the fiscal year shall be used to reimburse employees who chose to pay out-of-pocket for workshops, trainings or conferences that they had originally timely applied for funding and were denied. At the time of denial, employees will be notified by the Society of the opportunity for reimbursement at the end of the year if there are remaining funds and if they choose to use their own money to attend the conference/training. To receive this reimbursement, the workshop, training or conference must be pre-approved by the Society at the time of the request.

For pre-approved one or two-day conferences, if an employee's scheduled "X" day(s) fall during the conference, the employee can request to move one of these "X" days if the schedule allows, and such requests shall not be arbitrarily denied. This does not apply to conferences three days or more in length. Subject to the availability of funds provided by this Article, the Society shall reimburse the employee a mutually agreed-upon sum for the fees and expenses, and provide the employee with a mutually agreed upon number of paid administrative leave (AL) days required to attend conferences, training, or other professional development opportunities. Upon their return from a conference, employees are expected to share information they learned at the conference with their supervisor and colleagues either verbally or in writing.

By May 1<sup>st</sup>, the Society will provide information on the amounts spent at the end of each year via email to the Union and its stewards. The information will include a listing of requests which were approved and denied and the reasons therefore. Attendance at conferences must be

approved in advance. Employees whose request to attend a conference or training program is denied shall receive an explanation for the denial.

### **7.2 Educational Reimbursement.**

The Society will reimburse the cost of accredited university courses and AZA professional development courses taken by employees up to a maximum of \$1,500 per employee per year for a total maximum expenditure by the Society of \$5,000 per year for 2016 and 2017. Effective April 1, 2018, the Society will reimburse the cost of accredited university courses taken by employees up to a maximum of \$1,750 per employee per year for a total maximum expenditure by the Society of \$6,000 per year. The funds provided by this section are in addition to the funds provided by 7.1 and 7.3. Courses may be taken for the purpose of earning an associate's, bachelor's or master's degree, or any related program of higher education provided that the courses must be directly related to the employee's field of work at the Lincoln Park Zoo, as for example, ecology, animal behavior, conservation, biology, wildlife education, and zoology, as well as facilities and construction management and applicable trade courses. Courses must be taken at an accredited college or university and must be approved in advance. The employee must attain a grade of B or better or a certificate of completion to be eligible for reimbursement. Courses may also be taken in English language proficiency, if provided by a certificated instructor.

Requests for educational reimbursement can be submitted at any time during the year, however, the parties acknowledge that the "year" for purposes of this Article is April 1 to March 31 of any given year. The Society shall reimburse the employees no later than 20 days after the employee has submitted the check request to accounting and evidence of his/her grade in the course.

Any bargaining unit employee who is currently in the AZA professional certification program shall receive the educational reimbursement until the completion of the program.

### **7.3 License and Certificate Requirements.**

Employees required by State and federal law to maintain a license or certificate shall be fully compensated for the time and money needed to efficiently attend classes or conferences to accomplish that requirement. Whenever possible, travel should be kept to a minimum. Classes or conferences shall be relevant to the range of the employee's assignment at Lincoln Park Zoo and must be approved in advance by the Director of Veterinary Services. Classes or conferences geared toward zoo-related or exotic species are preferred to the extent attendance at such conferences or classes are consistent with the goal of keeping travel to a minimum. Sufficient funding shall be made available to ensure that no employee's license or certificate expires. Employees shall not be charged for time off which is necessary to travel to or from or to attend approved conferences. Subject to the availability of funds provided by this Article, the Society shall pay for all fees and expenses required to attend conferences or other training, including travel and shall provide employees with a daily per diem equal to the GSA per diem rate for the area to which the employee is traveling. To the extent possible, the Society will pay for such expenses in advance of the conference date. However, employees will be required to present evidence of having attended the conference upon their return. Such evidence includes but is not limited to certificates of attendance or a report (verbal or written) on the material which was

covered. Unless providing a written report was a condition for approval of the conference, the employee has the choice of whether the follow-up report is verbal or written. Employees who fail to provide such evidence may be required to reimburse the Society for any expenses which the Society has paid on the employee's behalf.

## **Article 8** **Hours and Overtime**

### **8.1 Schedules.**

The normal work week for animal care staff, Cleaning Fanatics, Lead Cleaning Fanatics and facility workers shall consist of five (5) consecutive eight (8)-hour days and two (2) consecutive days off (referred to as "X" days) except when the Society's operations require a different schedule. The Society will notify the Union of exceptions to the normal schedule. This description of a normal workweek is not intended to and does not constitute a guarantee of work or hours for any period of time.

First shift is any shift that begins between 5:00 a.m. and 2:00 p.m. The second shift is any shift scheduled to begin after 2:00 p.m.

Animal Keepers who work the second shift will receive a differential of 8% over their base salaries.

The shifts, workdays and hours to which animal care staff are assigned shall be stated on a monthly work schedule or when freely and mutually agreed by both parties. Should it be necessary in the interest of efficient operations to establish schedules departing from the normal workday or work week, the Society shall give notice to the affected employee as far in advance as is reasonably practical but not less than seven days prior to the effective date of the change except in unusual or emergency situations. Schedule changes shall not be made in a capricious manner.

Due to the changing nature of the Cleaning Fanatics and Lead Cleaning Fanatics duties, the normal work week requires employees to begin and end shifts at different times throughout the day. Because these different start and end times are part of the employee's standard daily activities, pay differentials for different start/end times do not apply.

The Society has no intention to change its current practices with respect to lunch and break periods. It is the Society's expectation that employees will take scheduled lunches and breaks. Employees may not work through their scheduled lunch or break time or beyond scheduled quitting time without first receiving a supervisor's permission. Employees who are required to work through break or lunch times or to work past their scheduled quitting time shall indicate it on their time sheet. If the schedule allows, the employee will be permitted to make up for the extra time worked or be paid for the additional time worked. Any release time or additional pay must occur within the same pay week as the extra work. However, employees who are required to work beyond their regularly scheduled forty (40)-hour work week because of regularly

scheduled extended hours during the summer months shall be paid in accordance with Article 8.2 of this Agreement.

### **8.2 Overtime.**

All time worked in excess of forty (40) hours per week shall be compensated at the rate of time and one-half. Additionally, employees other than night keepers who work more than ten (10) hours in one day shall receive overtime at the rate of time and one-half after completion of the tenth hour retroactive to the eighth hour. Night keepers shall receive overtime after completion of the twelfth hour retroactive to the tenth hour. Such overtime shall be computed on the basis of completed fifteen (15)-minute segments.

Overtime shall be offered first to the employee performing the job and thereafter by seniority within the area provided the employee has the ability to perform the work to the satisfaction of the Society without further training. Apprentice keepers who meet the foregoing criteria are eligible for overtime

Because the zoo is open 365 days a year and hosts many special events, all zoo employees may be required to work overtime. Working overtime is a job expectation.

Overtime work is allowed only with the approval of the Department Curator, General Curator, Vice President of Animal Care, Facilities Manager, Cleaning Fanatics Manager, Senior Director of Operations, Manager on Duty or CEO except for emergencies.

### **8.3 Overtime for Special Events.**

Because the zoo is open 365 days a year and hosts many special events, all zoo employees may be required to work overtime. Working overtime is a job expectation. When a special event is scheduled, qualified employees will be given the opportunity to volunteer for the overtime. Overtime will be rotated among qualified employees with the following job titles: Assistant Keeper I, Animal Keeper, Assistant Lead Keeper and Lead Keeper. No more than one Assistant Keeper I per shift may be scheduled for overtime at a special event. Certified Veterinary Technicians are eligible to work overtime at Zoo Lights and any other event where expertise in a particular house is not required. Probationary employees in Animal Care job titles shall not be eligible for overtime until completing the probationary period.

Overtime lists for animal care employees and whether employees on the list worked or refused overtime will be accessible on the network. Animal care staff interested in working overtime will be given the opportunity twice per year to have their names added to the overtime list. Employees will be added to the bottom of the list in seniority order.

The following applies to late-running special events such as the Spring Benefit, Zoo Ball, and Corporate and private rentals:

Animal care staff who are scheduled to work at 6 p.m. or later will receive a minimum of 3 hours of pay. If the event starts before 6 p.m., animal care staff will be paid for actual hours worked. If the overtime worked starts on an employee's recognized holiday as determined by Article 9, the Society shall pay the employee two and one-half (2 ½) times their hourly rate.

Where possible, special event overtime for animal care staff will be scheduled on a rotational basis. If it is deemed necessary to deviate from the rotation the following will apply:

- When employees are asked to work overtime for special events that will extend beyond 12 am the Society may limit that overtime to those keepers who are scheduled off the following day.
- The Society will track special event overtime and staffing, including tracking those employees who experience forced deferrals as defined below.
- If an employee declines the overtime, their name will go to the bottom of the rotation for overtime.
- When an employee is forced to defer, his/her name will remain at the top of the rotation and will be given first preference at the next special event overtime opportunity
- All keepers (apprentice keepers after one year) are eligible for special event overtime although some buildings may have special circumstances that may require keepers trained in that building.
- If the person offered the chance to work the event does not have an X day following the event, or does not want to take a PD or HC or V day off, they may switch their own X days as long as it does not interfere with proper staffing of their building and subject to the supervisor approval.
- **Definition:** A forced deferral occurs when an employee does not have the next day off following the special event or does not have the skills or abilities to run the building/ event. A personal deferral occurs if an employee meets the criteria for working a special event but declines to work the event.

## Article 9 Paid Time Off

### 9.1 Holidays.

The following holidays will be observed each calendar year:

New Year's Day  
Martin Luther King's Birthday  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Indigenous Peoples' Day  
Veterans' Day  
Thanksgiving Day  
Christmas Day

Since the zoo is open 365 days a year, it must be fully staffed on all holidays. Full-time and part-time employees who work on a holiday may choose either to be paid for that day at two times their regular rate of pay or they may receive another day off to be taken at a later date. Employees may accumulate up to forty (40) hours of compensatory time off. Employees who do

not work the day before or the day after the holiday (unless the employee has pre-approved time off for those days, the days are regularly scheduled “weekend” days, or the employee provides a doctor’s note excusing their absence) may be scheduled for Fact-Finding.

Full-time employees whose normal day off falls on a holiday and are not required to work will receive one day off with pay.

### **9.2 Personal Days.**

At time of hire, full-time employees receive four (4) personal days prorated for the remainder of that calendar year. They receive an additional four (4) personal days on January 1 of each year. Apprentice Keepers will receive four (4) personal days prorated per calendar year. Regular part time employees will receive a personal day allotment which is prorated based on their weekly hours worked. Personal days must be scheduled in advance and approved by the employee’s supervisor. They may be taken in one (1)-hour increments. Personal days may be used for personal matters such as birthdays, religious holidays, moving and doctors’ appointments. They may not be carried over from one calendar year to the next.

### **9.3 Vacation Accrual.**

Full-time employees) earn vacation on a bi-weekly accrual rate based on their individual length of service as determined by the anniversary of their date of hire (by the Park District or the Society whichever came first).

Vacation will accrue according to the following schedule:

| Years of Service | Months of Service | Bi-weekly accrual rate (standard hours) |          |          |          | Equivalent Days |
|------------------|-------------------|---|----------|----------|----------|-----------------|
|                  |                   | 80 hours                                | 70 hours | 48 hours | 40 hours |                 |
| 0-3              | 0-47              | 3.08                                    | 2.69     | 1.85     | 1.54     | 10              |
| 4-7              | 48-95             | 4.62                                    | 4.04     | 2.76     | 2.31     | 15              |
| 8-12             | 96-155            | 6.46                                    | 5.65     | 3.71     | 3.09     | 21              |
| 13-17            | 156-215           | 7.08                                    | 6.19     | 4.25     | 3.54     | 23              |
| 18-20            | 216-251           | 7.69                                    | 6.73     | 4.61     | 3.85     | 25              |
| 21-25            | 252-311           | 8.00                                    | 7.00     | 4.80     | 4.00     | 26              |
| 26-30            | 312-371           | 8.31                                    | 7.27     | 4.99     | 4.16     | 27              |
| 31+              | 372+              | 8.62                                    | 7.54     | 5.17     | 4.31     | 28              |

Generally, vacation must be taken during the year in which it is accrued. However, if an employee is unable to use all of his/her vacation within the year in which it is accrued, he/she may carry over a maximum of 50% of the current year accrued time into the next year. Any carried over time must be used within the first six (6) months of the following year.

### **9.4 Scheduling of Time off Requests**

Zoological Managers will prepare and approve time off schedules. In the absence of the Zoological Manager, the Area Curator or General Curator may approve time off. Employees should request time off as far in advance as possible since requests will be granted on a first-

come-first served basis so long as consistent with department needs. Except for unusual circumstances such as weddings, graduations or similar personal events, time off requests will not be granted more than one year in advance. Bargaining unit members may not submit leave requests on their day off work, except in the case of an emergency (for example a family member becomes ill while the member is on vacation).

For holidays that do not always fall on the same calendar date of the year (Memorial Day, Labor Day and Thanksgiving), the Society will consider requests submitted on the holiday only. For example, a bargaining unit member may only request off for Thanksgiving for the following year (landing on 11/24/16) if they are working on Thanksgiving the current year (landing on 11/26/15).

For animal care staff, time off requests shall be considered taking into account staff coverage for the building, and managers will make a good faith effort to look across the entire curatorial area to determine if the time off request can be granted. Cross training and safety will be reviewed to ensure no significant disruption in operations.

If there is any conflict in scheduling time off requests, the Zoological Managers/Curators shall resolve the conflict. Supervisors shall approve time off requests within five (5) business days of receipt and shall notify the employee in writing of the decision. When an employee's immediate supervisor is absent, he/she shall submit the time off request to the next higher level supervisor. When two (2) or more employees in the same area (defined as under the same lead keeper) request the same time off at the same time (defined as the same calendar date, not time of day) and both cannot be accommodated, the more senior employee shall be granted the requested time. If the employee that is granted the time off decides to rescind their time off request, they shall do so at least 72 hours prior to the date(s) requested if the scheduled time off is for one or two days. If the scheduled time off is for three or more days, then the employee must rescind their request at least 7 days prior to the scheduled time off. Employees who fail to provide the required notice will not be allowed to rescind their time off. In addition, the approving supervisor then shall notify and grant the other employee their requested time off, if reasonable accommodations can be made to do so.

Time off requests for cleaning fanatics and facilities employees will be approved by their respective managers, taking into account staff coverage for operational needs.

Once granted by the Zoological Manager/Curator or Department Manager, leave requests shall not be rescinded except in the case of an emergency.

## **Article 10**

### **Vacancies**

#### **10.1 Notice.**

The Society will determine when there are vacancies for regular full-time positions in the zoo. When the Society determines that such a vacancy exists, it will post notice of that position on the intra-net which is used for notices to employees for a period of at least five calendar days,

including the date of posting. A copy of the notice shall be sent to the Union via e-mail and a link to the notice shall be sent to all of the bargaining unit members via email. The job vacancy notice shall contain the job title, location, qualifications and general description of the job duties. Cleaning Fanatics vacancies for part-time positions will be posted internally and externally simultaneously. An internal candidate will be given an interview before external candidates are interviewed.

#### **10.2 Recruiting.**

Employees who wish to be considered for the job must apply in writing to the Human Resources Department before the expiration of the posting period. Final selection of the successful candidate will not be made until the posting period has been completed. The Society reserves the right to consider both internal and external candidates for all positions. "Internal applicants" are current non-probationary employees who have served at least three (3) months in their current positions except that in situations where the Society has excess staff, as for example, when an exhibit has been closed. The Society will consider applications from internal candidates prior to interviewing external candidates and will not interview external candidates unless it believes that the quality of the applicant pool may be enhanced by adding external candidates. The Society will interview all internal applicants who meet the posted qualifications and who have served at least three months in their current positions.

#### **10.3 Eligibility.**

For purposes of filling vacancies, probationary employees shall be considered external candidates and are subject to the provisions for such as set forth in this Article. Only current non-probationary bargaining unit members who hold or have held the position of Animal Keeper, or Assistant Lead Keeper at Lincoln Park Zoo can apply for the position of Lead Keeper. In the event that there are fewer than three internal applicants for the position of Lead Keeper, the Society reserves the right to enhance the pool through external recruitment.

#### **10.4 Selection.**

Selection will be based on skill, experience, ability, training and other relevant qualifications. If the Society has reasonably determined that one or more employees have qualifications that are relatively equal, the most senior qualified applicant will be offered the position. Internal applicants who are not chosen will be given an explanation of why they were not selected and suggestions on how to improve their future candidacy. Whenever possible, the Society will select the successful candidate within sixty (60) days of the last date of posting. When that is not possible, the Society shall immediately notify the Union of such decision and reasons for such delay.

#### **10.5 Reassignment.**

Internal applicants who apply for and receive a transfer or promotion shall serve a three (3) month trial period in the new position. During or at the end of the trial period, the employee or the Society may opt to return the employee to his/her old position. If their old position has been filled, they may be placed in another open position at the discretion of the Society.

## **Article 11** **Continuous Service**

### **11.1 Definition.**

“Continuous service” or “seniority” means continuous full-time employment from the employee’s last date of hire. For those employees who were hired by the Chicago Park District in the positions covered by this Agreement at Lincoln Park Zoo and who have been continuously employed in those positions, “date of hire” means the date they were hired full-time or hourly but not seasonal by the Park District. Part-time employees earn continuous service credit on a pro-rata basis. Continuous service credit continues to accrue when an employee is on an approved leave of absence for up to six (6) months. Employees hired on a temporary or seasonal basis do not accrue continuous service credit.

### **11.2 Break in Continuous Service.**

Continuous service is broken when the employee quits, retires or is discharged. Employees will be deemed to have quit when they fail to return on their scheduled date from a leave of absence or fail to notify the Society of an absence unless a reason satisfactory to the Society is given for not reporting.

### **11.3 Probation.**

New full-time employees are on probation for the first six (6) months of their employment. A full-time employee is one who is regularly scheduled to work a thirty-five (35) or more hour week. A regular part-time employee is one who is regularly scheduled to work twenty (20) to thirty-four (34) hours per week. Part-time employees are on probation until they have worked an equivalent number of hours to six (6) months of full-time employment. Employees accrue no continuous service credit during their probationary periods; however, if they remain employed after the probationary period, they are given continuous service credit back to the date of original hire. Part-time employees shall receive continuous service credit on a pro-rated basis. The Society retains full discretion as to whether to discharge or discipline probationary employees and its actions with respect to such employees are not subject to challenge through the grievance and arbitration process. Employees who change positions are not required to complete a second probationary period.

### **11.4 Part-time Employees.**

Part-time animal care staff is regularly scheduled to work no more than fifty (50) hours in a two (2)-week period except in cases where a part-time employee is filling in for an absent employee or an unexpected vacancy. There will be no more than one (1) part-time employee per building and no more than ten total. No full-time position will be replaced by a part-time position. Part-time cleaning fanatic employees are regularly scheduled to work less than sixty hours in a two-week period.

## **Article 12 Benefits**

### **12.1 Plans.**

The Society will provide to full-time employees group health, dental, vision, life and accident benefits. Family coverage will be made available for the group health and dental plans. The Union will be informed of the amount the plan will cost employees. The Society agrees to notify the Union as soon as possible but no later than ten (10) days after receiving information concerning possible changes to the health care plan. The Society and the Union agree to set up a joint committee to study and review insurance issues including changes to the current health care plan. Regular part-time employees who average twenty hours or more each week per year will be eligible for individual benefit coverage after one year of employment.

### **12.2 Employee Contributions.**

Employees shall make the following percentage contributions toward their health and dental plan coverage in year one:

|             |  |
|-------------|--|
| Single:     | 25% of Society's cost for the HMO plan |
|             | 30% of Society's cost for the PPO plan |
| Single + 1: | 30% of Society's cost for the HMO plan |
|             | 35% of Society's cost for the PPO plan |
| Family:     | 35% of Society's cost for the HMO plan |
|             | 40% of Society's cost for the PPO plan |

Commencing January 1, 2022, employee contributions shall increase so that employees are contributing the percent of the cost shown above. The employee's contributions in subsequent years of this contract shall not increase by more than 5% over their prior year's contributions provided that the employee does not elect to change coverage or plans. In the event an employee elects to change coverage or plans, he/she shall pay the percentage as outlined above and the 5% cap will apply to their new election of coverage or plan.

### **12.3 Immunization.**

The Society will reimburse employees for the co-pay for TB testing or reading if the employee is required by the Society to have a TB test and if the employee is scheduled to be off work on the days the Society provides TB testing. Employees must present their receipt for the co-pay for TB testing in order to receive reimbursement. The Society will provide for onsite TB testing on three weekdays and one weekend day. Only employees who are scheduled for vacation during the on-site testing week will be reimbursed for testing done off site.

## **Article 13 Leaves of Absence**

### **13.1 Bereavement Leave.**

Full-time employees may take up to three (3) days off with pay in the event of a death in their immediate family. Part-time employees may request a two (2) day paid leave. If a death in the

immediate family occurs out of state, the employee may take up to five (5) days paid bereavement leave. Pay will be based on their normal work schedule for that day (i.e. if scheduled to work four hours, will get four (4) hours pay). Immediate family members include: spouse, significant other, domestic partner, parent (including step-parents), child (including step-children), sibling, grandparent, the parent (including step-parents), child (including step-children) or sibling of a spouse, significant other, domestic partner and a child's spouse or child. Under certain special circumstances, bereavement leave for relatives or family members other than those listed above may be approved by Human Resources.

### **13.2 Military Leave.**

Employees who serve in the Armed Forces (including service in a Reserve component of the Armed Forces), National Guard, commissioned corps of the Public Health Service or State Militia, will be granted leave and reemployment rights in accordance with applicable federal and state statute including the Uniformed Services Employment and Reemployment Rights Act, 43 USC Section 4301 *et seq*. Additionally, when an employee is called to active duty (as opposed to the regular service requirements for Armed Forces Reserve, National Guard or any of the entities listed in this paragraph), the Society will pay the difference, if any, between the employee's regular pay and his/her military pay for up to one year. The employee must provide appropriate documentation of his/her military pay.

### **13.3 Jury Duty.**

The Society will grant employees a paid leave of absence to serve on jury duty. Employees may retain the compensation they receive from the court for jury duty. Employees must supply verification that they have served on jury duty in order to receive pay from the Society for the time served.

### **13.4 Sick Days.**

The Society will not set a pre-determined limit on paid time off due to illness. Non-probationary full-time employees will be paid for days when they are unable to work because of personal illness.

If the Society has reason to believe that an individual employee is taking an excessive number of sick days, the Society will meet with the employee to determine the reasons for the employee's absences and whether there are any accommodations the Society can make to assist the employee in maintaining regular attendance. This meeting shall occur prior to a Fact-Finding to determine if the employee should be disciplined.

If an employee demonstrates a pattern of leave abuse, defined as unscheduled absences that follow a consistent pattern (for example, frequent absences adjacent to "X" days or frequent absences adjacent to scheduled time off), the Society may require the employee to provide medical documentation to substantiate the absences. Employees who demonstrate a pattern of leave abuse may be subject to discipline.

After fourteen consecutive days off, employees will be covered by the Society's short-term disability plan which, effective January 1, 2012, provides 70% of pay. If the Society cannot obtain short-term disability plan coverage at 70% of pay or if the annual cost to the Society exceeds 10% over the prior year for coverage at 70% of pay for twenty-six weeks, then the

Society may adjust the percentage of pay or period of coverage. If adjustments need to be made, the Society will notify the Union at the time that it receives its insurance renewals.

After twenty-six weeks off, employees will be covered by the Society's long-term disability plan if approved for long-term disability by the carrier. Employees who are unable to work due to a serious health condition are responsible to pay their portion of health care premiums while they are out on disability. The Society may require the employee to submit to an independent medical exam by a physician designated by the Society or its insurance provider.

If an employee is unable to work because of an illness or injury, the Society will hold the employee's position for a total period not to exceed 12 months, including any transitional duty assignment as described in the Lincoln Park Zoo Employee Handbook. At the end of the 12 months, the zoo will post and fill the open position. If an employee returns to work for a period not to exceed 60 days and subsequently has a relapse or recurrence of the same injury, it will be considered to be one continuous absence for the purposes of this provision. The Society will comply with all requirements of the Americans with Disabilities Act in deciding whether to post and fill a position.

If an employee is able to return to work within 18 months from the initial date of injury or illness, the employee will be placed in an open, comparable position provided one is available. A comparable position is defined as one with the same or similar title and compensation, provided the employee meets the qualifications for the position.

### **13.5 Tardiness.**

Tardiness is defined as not being at the assigned location at the scheduled start time, dressed and ready to work. The current payroll system has a rounding convention that allows for up to 7 minutes of grace time for clock-in/clock-out. While pay is not impacted during the grace period, an employee is still considered tardy if not dressed and ready to work at the scheduled start time. Tardiness beyond the 7-minute grace period will impact pay —the time cannot be made up by skipping a break, taking a short lunch, staying beyond the scheduled end time or using closing building time. If the Society has reason to believe that an individual employee has an excessive number of tardies, the Society will meet with the employee to determine the reasons for the employee's tardiness. The meeting will occur prior to a determination of whether the employee should be disciplined.

### **13.6 End of Work Day.**

Employees are expected to remain dressed and ready to work until the scheduled end of their work shift, except as noted in 17.10 for employees who are required to wear extensive or cumbersome PPE/clothing.

### **13.7 Unpaid Personal Leaves.**

Employees may apply for an unpaid leave of absence not to exceed six months for personal business, educational pursuits and personal hardships. To request such a leave, the employee must submit a written application to his/her curator/director as far in advance as possible stating the reason for the leave, the amount of time requested and the date of return. In his/her discretion, the curator/director may recommend that the leave be granted. Final approval must be

given by the Vice President of Human Resources. Each request will be reviewed on an individual basis based on the reasons for the request, its timeliness and the staffing needs of the zoo. When a request for leave is denied, the employee may appeal the decision to the zoo director. The decision of the zoo director is final and is not subject to the grievance and arbitration process. As a general rule, personal leaves will be granted only once every three years. Employees who apply for such leave will receive a written decision within five days of receipt of their leave request forms.

### **13.8 Family and Medical Leave Act Leaves.**

The Family and Medical Leave Act (“FMLA”) applies to the Society. The Union acknowledges the Society’s right to develop policies and procedures for implementation of the FMLA and any amendments to that Act. The FMLA permits eligible employees to take unpaid time off for: the birth or placement of a child; to recuperate from a serious health condition; and to care for a child, parent or spouse with a serious health condition. Additionally, the Society will extend FMLA rights to employees whose domestic partner has a serious health condition. Currently, to be eligible for a leave under the Act, an employee must be full-time, must have at least one (1) year of service with the zoo and have worked at least 1,250 hours in the prior year.

FMLA leaves are generally unpaid. However, if the employee has any paid time off, this paid time must be used during any FMLA leave. All paid leave will run concurrently with the employee’s FMLA leave entitlement. If the leave is because of the employee’s own serious health condition, the Society’s sick leave policy will cover up to the first fourteen (14) days, bridging the time between the zoo’s short-term disability insurance policy begins on the 15<sup>th</sup> day. Employees will then use all comp. time, personal days and finally vacation days. All paid leave will run concurrently with the employee’s FMLA leave entitlement.

### **13.9 Lincoln Park Zoo Internship Leave.**

Keepers who take intern positions at Lincoln Park Zoo must take a leave of absence from the bargaining unit for one year. This period may be extended by mutual agreement. During their internship, they may return to their previous position at any time at their own request or the request of the Society. If the intern is faced with potential discipline (other than being returned to his/her previous bargaining unit job) he/she is entitled to representation by Local 73.

### **13.10 Requests for Light Duty.**

Requests for light duty and assignments taking into account medical restrictions shall be considered on a case-by-case basis by the Human Resources Department consistent with federal and state requirements.

## **Article 14 Grievance Procedure**

### **14.1 Definition.**

A grievance is a claim by an employee or the Union of an alleged violation of any express provision of this Agreement by the Society.

#### **14.2 Informal Attempt at Resolution.**

Prior to filing a formal grievance, employees should discuss any complaint or concern with their supervisor in an effort to resolve the matter. The informal discussion may include a Union Representative. If the informal resolution process was invoked, the Society shall inform the Union when the informal process has concluded.

#### **14.3 Time Limits for Filing.**

All references to "days" in this Article are to calendar days except that when the final day of any time period in this article falls on a day when the offices of the Society or the Union are closed, the time period shall be extended to the next day when the offices are open. No grievance shall be entertained or processed unless it is submitted, in writing, within ten (10) business days after the employee concerned becomes aware, or should have become aware through the use of reasonable diligence, of the occurrence of the event giving rise to the alleged grievance. If a grievance is not presented within ten (10) business days as set forth above, it shall be waived. This ten (10)-business-day period may be extended by mutual agreement if the parties are involved in an attempt at informal resolution under Article 14.2.

With respect to the other time limits set by this article, if the grievance is not appealed to the next step within the specified time limits or any mutually agreed upon extension, it shall be considered settled on the basis of the Society's last answer. If the Society does not answer a grievance or an appeal thereof within the specified time limits, the Union may elect to treat the grievance as denied at that step and immediately appeal the grievance to the next step. The time limits in each step may be extended by mutual written agreement of the Society and the Union.

All termination grievances shall be filed at Step 3.

**STEP 1:** Any employee or Union Representative who has a grievance shall submit it in writing to the supervisor involved in the matter. The written grievance shall contain a statement of the facts, the provision or provision(s) of this Agreement which the Society is alleged to have violated, and the relief requested. The supervisor shall give his/her written response within ten (10) business days after receipt of the grievance. The grievant and the Union Representative shall be copied on the Step 1 response.

**STEP 2:** If the grievance is not settled in Step 1 and the Union wishes to appeal the grievance to Step 2 of the Grievance Procedure, it shall be referred in writing to the appropriate Curator or Director with a copy to the Vice President of Human Resources within ten (10) business days from receipt of the response at Step 1. The Curator or Director or his/her designee, shall arrange a meeting to discuss the grievance within ten (10) business days from receipt of the appeal at a time mutually agreeable to the parties, unless there is a mutual agreement to extend the time limits. The meeting shall include the Union Steward and/or Representative and the grievant. The Curator or Director or designee, shall transmit a written response to the Union within ten (10) business days following their meeting. The

grievant and the Union Representative shall be copied on the Step 2 response.

**STEP 3:** If the grievance is not settled in Step 2 and the Union wishes to appeal, it shall be referred, in writing, to the Vice President of Human Resources within ten (10) business days after the receipt of the Society's response at Step 2. A meeting with the Vice President of Human Resources and an appropriate manager shall be arranged at a time mutually agreeable to the parties, but within ten (10) business days from the receipt of appeal, unless there is a mutual agreement to extend the time limits.

The Vice President of Human Resources or the appropriate manager shall submit a written response from him/herself to the Union within ten (10) business days from the date of the meeting. The grievant and the Union Representative shall be copied on the Step 3 response.

#### **14.4 Arbitration.**

**a) General Provisions.** If the grievance is not settled in accordance with the foregoing procedure, the Union may refer the grievance to binding arbitration within thirty (30) days after receipt of the Step 3 answer. Simultaneous with the arbitration demand, the Union may submit a written request for mediation. If both parties agree to mediate the dispute, they may do so with the use of an FMCS mediator. Any grievances submitted to mediation and not resolved by the mediation process within 60 days after the request for mediation shall be submitted to binding arbitration.

The parties shall attempt to agree upon an arbitrator within thirty days after the Union notifies the Society that it will refer the matter to arbitration, unless the parties mutually agreed to engage in mediation and agree to extend the time for arbitration selection. In the event the parties are unable to agree upon an arbitrator within thirty days, the parties shall immediately jointly request the Federal Mediation and Conciliation Service (FMCS) to submit a panel of five arbitrators. The parties may jointly agree to reject entire panels. Either party may unilaterally reject one entire panel. Both the Society and the Union shall have the right to strike two names from the panel. The Union shall strike first. The arbitrator shall be notified of their selection by a joint letter from the Society and the Union.

**b) Limitations on Authority of the Arbitrator.** The arbitrator shall have no right to amend, modify, nullify, ignore, add to, or subtract from the provisions of this Agreement. The arbitrator may consider more than one grievance at a time if mutually agreed by the parties.

In the event the arbitrator finds a violation of the terms of the Agreement, he/she shall fashion an appropriate remedy so long as the remedy is not beyond the scope of the parties' contractual agreement. The arbitrator shall submit, in writing, his decision within sixty (60) days following the close of the hearing or the submission of briefs by the parties, whichever is later, unless the parties mutually agree to an extension.

#### **14.5 Fees and Expenses.**

The losing party in arbitration shall pay for the fees and expenses of the arbitrator. In the case of a settlement or "split decision," the parties shall equally share the fees and expenses of the arbitrator. The fees and expenses of the arbitrator shall include the cost of a written transcript for the arbitrator. The party seeking a continuance or postponement of an arbitrator shall bear the related fees and expenses. The parties may mutually agree to continue or postpone an arbitration, in which case the fees and expenses shall be divided equally between the parties.

### **Article 15 No Strikes-No Lockouts**

#### **15.1 No Strike.**

The Union agrees that during the life of this Agreement there shall be no strikes (including, but not limited to, sympathy strikes and strikes to protect Union or third party conduct), work stoppages, slowdowns, picketing, and delays of work of any kind.

#### **15.2 Union Efforts to Prevent Unauthorized Strikes.**

The Union agrees that it will use its best efforts to prevent any acts forbidden in this Article and that in the event any such acts take place or are engaged in by any employee or group of employees in the Union's bargaining unit, the Union further agrees that it will use its best efforts to cause an immediate cessation thereof. If the Union immediately takes all necessary steps in good faith to end any stoppages, strikes, picketing, intentional slowdown or suspension of work, including (a) publicly disclaiming such action as not called or sanctioned by the Union and (b) posting notices in conspicuous places which notify involved employees that the action was not called or sanctioned by the Union, in addition to instructing the employees to immediately cease such activity, the Society agrees that it will not bring action against the Union to establish responsibility for such unauthorized conduct.

#### **15.3 Discipline for Violation of this Article.**

The Society may terminate the employment of, or otherwise discipline, any employee or employees who have been found to have engaged in any act forbidden in this Article.

#### **15.4 No Lock-Out.**

The Society will not lock out bargaining unit employees during the term of this Agreement.

### **Article 16 Dues and COPE Authorization**

#### **16.1 Union Security.**

There is no obligation to join the Union and an employee can object to dues through the proper process, but must pay an amount that is germane to the collective bargaining agreement of the Union's cost of collective bargaining, contract administration and pursuit of matters concerning employees' wages, hours and conditions of employment. Employees may express such authorizations of dues and SEIU COPE deductions by any means of indicating agreement

allowable under state and federal law, including electronically recorded telephone calls and by submitting to the Union an online deduction authorization form. To the extent permitted by law, authorized deductions shall be irrevocable, regardless of the employee's membership status, except in accordance with the terms under which an employee voluntarily authorized said deductions.

The Society will commence dues or fair share deductions after the employee's 31st day of employment. All deductions will be made in the fair share amount unless and until the Society receives a validly executed authorization card.

### **16.2 Dues and COPE Deductions.**

The Society, upon receipt of a validly executed written authorization card, shall deduct Union dues and initiation fees from the payroll checks of all employees so authorizing the deduction in an amount certified by the Union, and shall remit such deductions on a monthly basis to the Union.

**SEIU COPE--** The Society, upon receipt of a payroll deduction authorization card signed by a bargaining unit member, shall deduct from the wages of such employee the amount specified on the card as a regular contribution to SEIU COPE. The Society will regularly remit such sums deducted for that purpose to the Union. The employee at any time may revoke in writing his/her authorization of the SEIU COPE payroll deduction.

The Union shall indemnify, defend and hold the Society harmless against any and all claims, demands, suits or other forms of liability including damages, reasonable attorney's fees and court or other court costs, that shall arise out of, or by reason of action taken or not taken by the Society for the purpose of complying with this Article, or in reliance on any list, notice, certification or assignment furnished under any of such provisions or in reliance upon employee payroll deduction authorization cards submitted by the Union to the Society.

## **Article 17 Miscellaneous**

### **17.1 Job Titles and Job Descriptions.**

The Society will provide employees with a copy of the official job description for their job title. The Society will notify the Union within fifteen (15) business days of any change in job titles covered by this Agreement. If the Society makes any substantial change in job duties, it will discuss such changes with the Union per Article 5.4 prior to effectuating such changes. If the Society changes a job title without substantially changing the duties of the job, the Union will retain its existing jurisdiction over the new job title. The phrase "other related duties as required" as used in job descriptions shall be understood to mean duties related to the basic job.

By October 1, 2021, the Society will review and update job descriptions for the positions of Cleaning Fanatics, Lead Cleaning Fanatics, Lead Facilities and Facilities. By no later than April 2022, the Society will review and update job descriptions for the positions of Assistant Keeper, Assistant Keeper I, Keeper, Assistant Lead Keeper, Lead Keeper and Vet Tech, and will discuss

such revisions with the Union prior to implementing the revised descriptions. By no later than January 2023, the Society will review and update job descriptions for all other job titles.

The Society will provide all employees with a copy of their job description.

#### **17.2 Retirement Savings Plan.**

The Society will maintain its retirement savings plan program in effect during the term of this Agreement.

#### **17.3 Rules of Conduct Changes.**

When the Society proposes to initiate changes or additions to its rules of conduct which could subject employees to discipline, the Society shall transmit four (4) copies of the proposed changes or additions to the Union. Upon request, the Society will meet with the Union within fourteen (14) calendar days of the Union's receipt of the proposals to receive the Union's comments. No changes or additions to rules of conduct which could subject employees to discipline will be implemented without prior publication and notice to the affected employees.

#### **17.4 Bulletin Boards.**

The Union shall have the right to post materials upon the bulletin boards used by the Society for posting notices to employees. The parties acknowledge that employee bulletin boards may be viewed by members of the public, donors and potential donors. Accordingly, the contents of any material posted by the Union must be related to legitimate Union activities and may not be derogatory, defamatory, obscene, political or offensive in nature. Any inappropriate materials will be immediately removed. The Union agrees to provide the Vice President of Human Resources with a copy of all posted materials at or prior to the time of posting.

#### **17.5 Information to Union.**

The Society shall semi-annually electronically transmit to the Union a list of all employees within the job classifications covered by this Agreement. The list will include employees' first and last names, the last four digits of the Social Security numbers, seniority, title, department, base hourly rate of pay, original date of hire, adjusted date of hire, phone number, home address and employment status (i.e. full time, part time or seasonal). The Society will update the list when changes occur. The Society shall provide to the Union within thirty (30) days, the name, address, title, rate of pay and starting date of any new employee hired into the Union's bargaining unit.

#### **17.6 Negotiating Team.**

The Union may designate up to six employees and two union stewards as being on its bargaining team who may be excused from their regular duties to attend scheduled negotiations without loss of pay.

## **17.7 Discipline and Discharge.**

1. Non-probationary employees covered by this Agreement may not be suspended, demoted or terminated without just cause. Prior to any unpaid suspension, demotion or termination the employee shall have an opportunity for a fact-finding meeting and have a Union steward or representative present at said meeting. The Society will provide the Union and the assigned stewards with all relevant information concerning the matter and give the Union or stewards a reasonable opportunity to review the information prior to the meeting. Whenever possible, the Society will provide all relevant information to the Union five (5) business days prior to the meeting. Whenever an employee is suspended, demoted or terminated, the Society will inform the Union within five (5) days and forward a copy of its action/determination to the Union office.

The Society will inform the employee and the Union of a fact-finding or disciplinary meeting, including the topic of the meeting, within ten days of the Society's knowledge of the infraction or infractions (if multiple incidents lead to the fact finding). The Society shall notify the Union and the employee at least five (5) business days in advance of the meeting unless both sides agree to meet sooner. Within ten days of the meeting, the Society shall provide a written decision and communicate the basis of the decision to the employee, the union and steward.

In emergency cases, the Society will notify the Union immediately and arrange a meeting within two (2) days of the incident or as soon as possible. Emergency cases will only occur when the safety or welfare of the employees, Society or general public or animals was at risk or when operations or services of the Society were substantially disrupted or impeded. In a case where an animal has escaped, the Society shall review the risk involved before determining to hold an emergency meeting.

The Society acknowledges the principle of progressive discipline, which may include oral reprimand, written reprimand, suspension and discharge. Both parties acknowledge that serious infractions may warrant immediate suspension or discharge. An oral consult is the equivalent of a counseling session, where supervisor and employee discuss an incident/error/etc. and agree on a strategy to prevent recurrence or improve performance. An oral consult is not considered a disciplinary action but simply a discussion. An oral reprimand is a disciplinary action.

2. In imposing discipline, the Society will not consider oral reprimands older than twelve (12) months provided no other disciplinary action has taken place since the incident that precipitated the reprimand, written reprimands older than eighteen (18) months provided no other disciplinary action has taken place since the incident that precipitated the reprimand or suspensions older than twenty-four (24) months provided no other disciplinary action has taken place since the incident that precipitated the suspension. Records of prior discipline will be removed from an employee's personnel file at the end of the period set forth in this paragraph; however, the Society may continue to retain records of such discipline in a separate file if the Society believes such records may be needed at a future date to demonstrate the Society's compliance with state and federal EEO or other laws.

### **17.8 Privatization.**

It is the general policy of the Society to utilize its employees to perform work they are qualified to perform where practicable. The employer may, however, subcontract for the reasons of efficiency and economy.

The Society will give the Union notice if it is contemplating requesting bid(s) from or otherwise employing a contractor for work currently performed by bargaining unit employees at the same time as made public or conveyed to potential contractors. Bid specifications or guidelines which will be used by or required from contractors will be provided to the Union as well, along with a description of the work to be performed, any contemplated impact upon bargaining unit employees, and other relevant data necessary for the Union to discuss the contemplated action with the Society. Prior to accepting a private contract, the Society and the Union will meet sixty (60) days in advance of the intended start date to review any proposals of the Union and compare such proposals to any bid or contract being considered for acceptance.

The Society will work with the Union in making every reasonable effort to place adversely affected employees into other bargaining unit positions.

### **17.9 Performance Evaluation.**

Annual written employee evaluations should be completed by September 1<sup>st</sup> of each year. Employee evaluations shall be based upon an employee's core job duties and functions as stated in the employee's job description. As part of the evaluation process, an employee's supervisor shall discuss the evaluation with the employee and give him/her the reasons for such evaluation and an opportunity to clarify or rebut his/her evaluation. The employee shall be given a copy of the evaluation. The Society shall use only the current and one year prior evaluations in discipline, promotion and transfer matters except that past evaluations may be used to demonstrate a recurring problem.

Prior to having their performance evaluations, bargaining unit members shall have a mid-year opportunity to do a self-evaluation. The Society should provide a mid-year evaluation by March 1<sup>st</sup> to employees who are underperforming and should provide coaching and feedback to support the employee in improving their performance. An employee who does not receive a mid-year evaluation may still be rated unsatisfactory in their annual evaluation.

An employee's signature will indicate only that he/she has seen the evaluation. The evaluation form shall state that it is the employee's right to place a rebuttal in his/her file if the employee so chooses. An employee may appeal their performance evaluation to Human Resources if the employee believes that it is unfair.

Under the guidance of the Human Resources Department, each department will hold annual team building meetings to evaluate and discuss departmental goals, strengths and weaknesses and develop steps for departmental improvement.

### **17.10 Uniforms.**

Where employees are required by the Society to wear uniforms and personal protective equipment (PPE) or clothing, the Society will furnish them. The employees agree to take good

care of such uniforms and PPE/clothing and wear them only during working hours.. The Society will provide extra uniforms, coveralls and other required equipment or clothing required to meet bio-security requirements. Employees who are required to wear extensive or cumbersome PPE/clothing will be allowed up to fifteen (15) minutes at the beginning and end of the work day to change and wash.

Insofar as items remain available from the manufacturers, the Society will continue to maintain its current commissary stock. Additionally, the Society will provide employees with a \$75 annual allowance to buy other uniform items as needed. This allowance shall be paid in the first April pay period of each year.

Employees who work at locations with washing facilities may wash their work clothes during work time provided that they utilize the minimum time necessary to do so. Clothes washing time is not to be utilized as a break or rest period. Where possible, the Society will endeavor to add washing facilities in future building renovations. The Society shall provide one washer and one dryer for the purpose of laundering clothing and other laundry exposed to chemicals and other substances that may potentially present a hazard to staff and animals.

### **17.11 Safety.**

The Union will designate four bargaining unit members to serve on the Lincoln Park Zoo Safety Committee. Bargaining unit members will serve one-year terms on the Committee on a rotational basis.

As part of promoting a safe and healthy workplace, the committee shall look at ways to avoid potential workplace injuries, safety trainings, safety equipment provided by the Society, procedures and methods of encouraging safety enforcement, and safety concerns brought to the committee's or management's attention.

The Society and the Union will conduct the out-of-area audit annually. The auditor should receive the previous audit results a minimum of two weeks in advance of the next scheduled audit.

**Footwear** The Society will reimburse employees up to \$125 every year for the purchase of footwear that meets the Society's safety and bio-security requirements and the Society does not dispense them. Keepers required to change footwear between different areas of their department will receive an additional yearly footwear allowance of \$100. For the purposes of this section, "every year" means fiscal year. Such footwear must be worn at all times determined by the Society to be necessary for the safety of the employee, the public and or the animal collection.

**Emergencies** The Society may take any and all steps necessary to respond to emergency situations, including without limitation, the threat of bioterrorism or communicable diseases affecting the animal collection and/or human beings. Without limitation, such steps may include requiring employees to wear respirators or for the purpose of this Article having non-union personnel perform union jobs. Use of non-bargaining unit personnel to perform union jobs shall not extend beyond the length of the emergency. The Society agrees to promptly meet with the Union to discuss the impact of any such emergency measures on employee working conditions.

### **17.12 Volunteers and Interns.**

Volunteers and interns are not part of the bargaining unit and are not covered by this Agreement. They are to be closely supervised when working in close proximity to potentially dangerous animals. They are not to perform dangerous tasks or transfer animals or secure animals in dens, holding areas or exhibits with the exception of small handleable animals that the Zoological Manager deems appropriate. They shall not be used in lieu of union employees to meet labor requirements in an area.

### **17.13 Temporary Exhibit Closures.**

The Society will make every effort to avoid layoffs as a result of temporary building closures for renovation. This section establishes the rules under which staff will be relocated and then returned if any temporary exhibit closures occur during the term of this contract.

1. Future animal keeper vacancies up to the number of keepers to be relocated from temporary closures will ultimately be filled by internal recruitment within the lead keeper and animal keeper classifications only. Leads may fill keeper vacancies and retain their title and salary.

2. As animal keeper positions are vacated in animal departments, hiring managers will interview internal candidates (including candidates whose sections are closing) and offer the open position to the candidate with the best match of skills per the usual process as outlined in the contract.

3. Should no eligible candidates apply for a vacant position; an animal keeper from the closed exhibit will be selected to fill the position based on his or her seniority at the zoo. The vacant position will be offered to each animal keeper from the closed exhibit starting with the highest in seniority. Each successive person in seniority will have the opportunity to accept or pass on the position. If at the end of this process, none of the most senior keepers accepts the position, then, the least senior will by default be assigned to the vacant position.

4. Transfers to the vacant position will not be made until the services of each keeper are no longer needed at the closing exhibit. In some cases this may be months.

5. A temporary keeper will fill the vacancy during this interim period. Once the transfer is made, the temporary keeper will vacate the position.

6. Upon or near the completion of the renovated or new exhibit, the lead keeper will return to his/her former position. Up to one half the number of staff needed to staff the new area including the lead, will be recruited from former employees of the section who worked there at the time of its closing.

7. The remainder of the keepers needed to staff the new area will be selected per the usual process outlined in the contract.

#### **17.14. Driving Record.**

Employees in the following job titles are required to have a valid driver's license: Nutrition Center Technician; Keepers assigned to the farm and hospital; and Veterinary Technicians. Keepers who are assigned to the farm and the hospital and Veterinary Technicians prior to the effective date of this Agreement may remain in those assignments even if they do not drive.

No employee shall drive a Society vehicle unless he/she has a good driving record. Employees who are regularly required to drive Society vehicles, including Nutrition Center Technicians and Keepers assigned to the farm and the hospital, will authorize the Society to obtain abstracts of their driving records on an annual basis. Employees who are asked to drive from time to time, as for example, to transport an animal, may be asked to authorize the Society to obtain an abstract of his/her driving record before performing the assignment. In considering whether an employee has a good driving record, the Society will not consider parking tickets. It will evaluate any moving violations in light of the severity of the incident[s], the number of moving violations and how recently the incident[s] occurred. If an employee is disqualified from driving because of a bad driving record (other than recent, i.e. within the last year, DUI's or serious accidents for which the employee is at fault), the Society will offer the employee a non-driving, bargaining unit opportunity if one is available for which the employee is qualified.

#### **17.15 Animal Transporting.**

The collecting or transporting of animals for the zoo shall be regarded as a regular activity of the Society. The keeper shall be compensated for all time that the animal is in his/her care. The keeper will be compensated for all time driving to return the transporting vehicle. In accordance with regularly accepted audit practices, the Society will compensate the keeper for the documented, reasonable expenses of such trip.

#### **17.16 Parking.**

The Society agrees not to charge employees for parking during the term of this agreement.

#### **17.17 Non-Lincoln Park Zoo Activities**

Employees may use their free time to participate in non-Lincoln Park Zoo-related volunteer programs. Except with the express permission of the Vice President of Human Resources, employees may not represent the Society in such volunteer programs.

#### **17.18 Animal Well-being.**

Employees who have concerns about animal well-being should bring their concerns to the attention of their area curators. If the concerns remain unresolved, employees should bring them to the attention of the curator's supervisor and follow the Society's animal welfare process. There shall be no reprisal against employees who bring forward concerns about animal well-being under this paragraph, however, employees must comply with the directives of their supervisor.

#### **17.19 Committee.**

The Society and the Union shall form a committee that will meet to update as needed the following running programs: Apprentice program, Advanced Animal Care Certification,

Advanced Lead Keeper Certification, and any other programs that may arise during the life of this contract.

Employees who serve on this committee shall be involved in the job class associated with the program being discussed.

The Society and Union shall form a committee to discuss a ride out weather team before the 2023 wage reopeners.

## **Article 18** **Layoffs and Re-Employment**

### **18.1 Notice of Layoffs.**

When there is an impending layoff with respect to any employee in the bargaining unit, the employer shall notify the Union and the employees affected no later than fourteen (14) days prior to such layoff. The Society will provide the Union with the names of all employees to be laid off prior to the layoff.

### **18.2 Layoffs/Recall.**

In the event of a workforce reduction of Apprentice Keepers, Assistant Keepers, Animal Keepers, Assistant Lead Keepers, Lead Keepers, Veterinary Technicians, Nutrition Center Technician, Nutrition Center/Relief Keeper, Assistant Keeper I, Pest Control Coordinator, Facilities Workers, Lead Facilities Workers, Cleaning Fanatics, and Lead Cleaning Fanatics, probationary employees in the affected job classification shall be laid off first. Part-time employees in that job classification shall be laid off prior to laying off full-time employees. Non-probationary employees in the job classification with the greatest seniority will be retained provided they have the necessary skills, abilities, training and other relevant qualifications to perform the remaining jobs. Part-time employees who are laid off may not displace ("bump") full-time employees.

Employees shall have recall rights for up to two (2) years from the effective date of their layoffs. Employees shall be recalled in the reverse order they were laid off subject to the same provisions. The Society will not hire any new employees into job classification affected by a layoff during the recall period or in other positions until laid off employees have had an opportunity to interview for a position for which they may be qualified under Article 18.4 of this Agreement.

### **18.3 Placement Opportunities for Displaced Employees.**

Bargaining unit employees who have been laid off, shall be notified of employment opportunities within the Society and, if they so request, shall be given the opportunity to interview for such positions.

## **Article 19 Union Representation**

### **19.1 Stewards.**

The Union may appoint or elect up to three Union Stewards. It will advise the Society of their names and will promptly notify the Society of any changes.

Only one (1) Union Steward may be engaged in Union business at any one time during the work day. The Stewards are responsible to ensure that their Union activities do not interfere with the work of other employees or zoo operations. The Stewards shall notify their immediate supervisors in advance of their need to participate in a disciplinary conference and/or the grievance procedure. The Stewards must schedule such activities so that there will be minimal impact on his/her work schedule and that of other employees. The supervisor shall not unreasonably withhold permission for the Stewards to engage in such activities.

### **19.2 Right of Access.**

Authorized officials of the Union, upon advance notice to management, shall have reasonable access to the facilities of the Society for the purpose of investigating grievances, attending grievance hearings or for other reasons related to the administration of this Agreement. Such officials shall be responsible to ensure that their presence on Society grounds does not interfere with employee work, zoo operations or impact animal health or welfare.

### **19.3 Meetings.**

The Society will provide the Union with suitable space on the Society's premises for monthly Union meetings provided that such meetings shall be held at a time when the zoo is not open to the public and the meetings do not interfere with zoo operations. The Union shall be subject to the Society's reasonable rules for use of its facilities.

## **Article 20 Dignity and Respect**

The Society and the Union agree to promote a professional working environment and shall treat each other with mutual dignity and respect. The Society and the Union agree that information regarding medical conditions, prior discipline and applications for transfer shall be held confidential by all supervisory personnel.

## **Article 21 Successorship**

Notice. In the event the Society contemplates a merger, sale, closure, leasing, assignment, divestiture or other transfer of ownership and/or management of its operations whether in whole or in part (hereinafter jointly referred to as "change in ownership and/or management"), the Union shall be notified in writing at least ninety (90) days prior to the effective date of such action.

Obligations with Respect to Successor. In the event of a change in ownership and/or management, the Society agrees to make a good faith effort to secure job offers with the successor for any bargaining unit members who wish to continue to work for the successor.

## **Article 22** **Labor/Management Committee**

The Society and the Union agree to the implementation of a Labor/Management Committee (LMC). This Committee shall be comprised of an equal number of representatives from management and the Union.

In addition to promoting effective communication between the parties and a climate of constructive employee relations with management, the committee shall look, but is not limited to, attempting to avoid workplace grievances, examine workplace practices and staffing levels, procedures and methods of promoting the quality and efficiency of services provided by Local 73 bargaining unit members.

Employees who serve on this committee shall not suffer loss of pay as a result of their participation.

The LMC shall meet by October 1 of each year and otherwise as deemed necessary by the parties. The parties agree to meet a minimum of once a year where all union employees are represented for the sole purpose of addressing staffing levels and workload concerns.

## **Article 23** **Term and Effect of Agreement**

This Agreement shall be effective April 1, 2021 and shall continue through March 31, 2026 except that the parties agree to convene three (3) months prior to March 31, 2023 to further discuss economic items as part of a wage reopener. The parties may also bring five (5) non-economic items into the wage reopener discussions. After March 31, 2026, the Agreement shall automatically continue year to year unless either party gives notice to the other at least sixty (60) days prior to the termination date of a desire to amend, alter or terminate the Agreement. If such notice is given, the parties shall meet promptly to negotiate a new Agreement.

The parties acknowledge that during the negotiations which resulted in this Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining and that the understandings and agreements arrived at by the parties after the exercise of that right and opportunity are set forth in this Agreement. Therefore, the Society and the Union, for the life of this Agreement, each voluntarily and unqualifiedly waives the right, and each agrees that the other shall not be obligated to bargain collectively with respect to any subject or matter referred to or covered in this Agreement or with respect to any subject or matter not specifically referred to or covered in

this Agreement, even though such subject or matter may not have been within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement.

This Agreement is signed and adopted this 8 day of November, 2021.

For the Lincoln Park  
Zoological Society



Linda Leadbitter, Vice President,  
Human Resources and Administration

For Service Employees International  
Union, Local 73, CTW, CLC

by:   
Dian Palmer  
Trustee

**A**  
**SIDE LETTER**  
**ADVANCED LEAD KEEPER**

Terms: To qualify for this position lead keepers would have to demonstrate they possess the knowledge, skills and abilities to be considered an advanced lead keeper by completing the designated items in the categories below **since obtaining the position of lead keeper.** Successful candidates will receive a permanent addition of \$1000.00 to their base salary.

**1. Basic Qualifications: (complete all)**

- a. Has at least five years paid experience as a lead keeper at Lincoln Park Zoo. Full time experience as a lead at any AZA accredited institution shall be credited on a year to year basis up to a maximum of 3 years. Determination of credit will be based on job description of the lead keeper position at prior institution. Experience as an assistant lead keeper at Lincoln Park Zoo will be pro-rated at the rate of one half year for every year for a maximum of 3 years.
- b. Has received at least "Meets Expectations" on the Appraisal and Development Program form in the following required areas 5 (Analytical skills), 6 (Communications skills) and 8 (Leadership skills) elements the previous two years.
- c. Has completed a 4 year degree from an accredited university or college, or an AA degree from one of the teaching colleges that has a specialized curriculum for animal keepers. In lieu of one of these degrees, two years of additional work as a lead keeper with an overall rating of periodically exceeds expectation and no ratings below meets expectations could also fulfill this criteria.

**2. AZA involvement (complete one):**

- a. Studbook keeper or PMP manager and met publication deadlines for at least three years **OR**
- b. Candidate has significant role in SSP or TAG programs and initiatives. Must be acknowledged by SSP or TAG chair and institutional liaison.

**3. Publications/Presentations (complete one):**

- a. Has published a paper as first author in a peer-reviewed journal or similar professionally directed publication, as identified by the Vice President of Animal Care. Publication in AAZK Animal Keeper Forum will be reviewed and approved by the VP of Animal Care, area curator, and a curator from another area in the zoo for consideration **OR**
- b. Has authored and presented a paper at a regional or national conference. Note: all publications must be approved by area Curator, another area curator, and the Vice President of Animal Care prior to abstract being submitted to the conference for consideration. The paper for the proceedings must also be reviewed and approved by the same committee prior to being submitted for publication.

4. Colleague Training and Development (complete one)
  - a. Serve as the primary mentor for the Apprentice Keeper, in a different building, or Assistant Keeper (for a total of two years) or a new hire ( for a total of one year) as verified by both Zoological Managers or immediate supervisor
5. Personal Professional Development (complete one)
  - a. Has completed a Master's Program from an accredited university **OR**
  - b. Has completed both Managing for Success AZA Professional Training Courses **OR**
  - c. Has completed advanced animal care classification
6. Wildcard (optional—Only one wild card can be used per application)  
Under this provision, an advanced lead candidate can petition the Vice President of Animal Care to consider adding one item to any of the categories listed above.

In addition, the wildcard may be used to exchange one item listed above with a significant accomplishment which completed before obtaining the position of lead keeper. It must have been accomplished within last 7 years of completion of the application for Advanced Lead Keeper.

Examples of potential wild card accomplishments are:

- Working with research or collections staff to develop or implement an innovative project that results in a significant change in management or significant research initiative. This is beyond the scope of your work as a lead keeper for your area.
  - Developing a blood typing research project for great apes and working with veterinary and research staff to implement (Moyse)
  - Developing a new technique which enhances our ability to care for animals at the zoo which has a zoo wide effect on management of the species throughout AZA

## Addendum

Lincoln Park Zoo is committed to the development of Lead and Assistant Lead Keepers by providing additional training in team leadership skills. The zoo intends to implement quarterly meetings (starting in January 2022) for Lead and Assistant Lead Keepers as the venue for this training. Management will begin with listening sessions to better understand which core leadership skills Leads and Assistant Lead Keepers feel they are proficient at, and which aspects they feel are in need of improvement. These listening sessions will help guide management in choosing topics that will be most beneficial for training purposes. Training may include, but is not limited to, facilitated in-person workshops, online modules, group discussions, and/or required reading. Active, positive, and productive participation is expected, and attendance at a minimum of 3 quarterly meetings each calendar year will be required for all lead and assistant lead keepers. The format, content, and frequency of these meetings may evolve over time based on feedback from participants, targeted goals, and measurable outcomes.

**B**  
**SIDE LETTER**  
**ADVANCED ANIMAL KEEPER CERTIFICATION**  
**April 1, 2019**

**Obtaining Advanced Animal Keeper Certification**

The purpose of the Advanced Animal Keeper Certification program is to provide an opportunity of growth to those keepers who want to enhance their professional development and master advanced skills in the animal keeper role. To qualify, a candidate must: 1.) First meet the **basic requirements**, 2.) Complete all of the **core requirements**, and 3.) Accomplish a total of **20 elective points**. The candidate will develop and maintain a written action plan and checklist of completion dates throughout this process. Keepers can focus on electives (see Appendix A: Elective Requirements) that fulfill their own personal interests in order to achieve their elective points, by advancing their professional skills, promoting positive welfare outcomes for the animals in their care, fostering intra and inter-departmental collaboration(s), and supporting the mission of Lincoln Park Zoo.

Advanced Animal Keeper Certification recognizes the added value that highly skilled and professionally competent keepers contribute to the institution. Successful candidates who complete all requirements will receive a \$1500.00 adjustment to their base salary. This achievement will be recognized in an email announcement sent to all LPZ animal care staff, and the keeper can choose to include Advanced Animal Keeper Certification in their Lincoln Park Zoo email signature, if desired.

This program is meant to professionally challenge keepers to achieve and maintain high standards in their work. Maintenance requirements will be part of the Advanced Animal Keeper Certification once obtained (see appendix B; Maintenance of Advanced Animal Keeper Certification).

**Basic Requirements:**

All keepers will be required to fulfill the below criteria in order to be eligible for Advanced Animal Keeper Certification. Keepers must meet with the Vice President of Human Resources to verify initial eligibility.

- Been an employee of Lincoln Park zoo for 5 years
  - Full time experience at any AZA accredited institution shall be credited on a year for year basis up to a maximum of 3 years
  - Paid experience at a non-AZA facility or a temporary or seasonal employee at LPZ will be pro-rated at the rate of one-half year for every year of experience for a maximum of 3 years.
  - LPZ Apprentice Keeper and Assistant Keeper levels are considered full time experience for credit.
  - The first 12 months as an Apprentice Keeper will be pro-rated at the rate of one-half year of experience.
  - Paid experience at LPZ as a part time employee will be pro-rated at the rate of one-half year for every year of experience with no maximum.

- Keepers may start the process of Advanced Animal Keeper Certification at any point but they are not eligible until they have reached one of the above bullet points
- Has met (or exceeded) overall job performance on their annual appraisal for the past 2 years prior to the completion of their Advanced Animal Keeper Certification.
- Has fewer than 2 disciplinary actions on file within the last 24 months prior to the completion of their Advanced Animal Keeper Certification.

### **Core Requirements:**

To be a highly skilled zoo keeper and a valuable part of an animal care team the below criteria are required and expected for all keepers looking to achieve Advanced Animal Keeper Certification. We recognize that the components outlined for each core requirement may not entirely be applicable as written below depending on the department or taxa the keeper is caring for. We also acknowledge that animal care standards have and will continue to evolve over time to promote positive welfare outcomes through the advancement of husbandry and management strategies. As such, keepers interested in pursuing Advanced Animal Keeper Certification must meet with the General Curator along with their curator and/or zoological manager to develop a written action plan (see Appendix C) for accomplishing these core requirements. Any relevant adjustments deemed appropriate for a core requirement would be mutually agreed upon and documented in the written action plan. The AAKC candidate can also meet with a committee to reconcile any disparities. The committee would include the Advanced Animal Keeper candidate, General Curator, either the ZM or Curator of the keeper's building, and two current Advanced Animal Keeper's upholding their maintenance status.

### *Nutrition*

- Is the point person for coordinating and/or obtaining routine voluntary weights (quarterly or more frequently as recommended) on one specific animal or group, ensures proper records are entered on TRACKs, provides feedback to their lead keepers when weight loss or gain trends are observed, and facilitates a team discussion by presenting potential solutions (e.g. changes in husbandry/management strategies or diet adjustments to promote a targeted optimal weight range for the animal or animals). Duration: Minimum of 12 months and documented in the written action plan.

### *Veterinary Care*

- Is the point person for a veterinary procedure for one specific animal or group, with the following responsibilities:
  - Involved in the advanced planning process with their managers and Vet staff to communicate wants and needs from all parties. Develops a pre/day-of/post procedure plan for their team. The plan should include any animal training preparations for voluntary crating or injection, organization of PPE/equipment needed, and other relevant logistical details.
  - Accompanies the animal(s) for the duration of the procedure (either on-site or at ZAH) and demonstrates experience in safe animal handling techniques, is knowledgeable on the animal(s) medical/behavioral/reproductive history, and is able to advocate for the animal(s) by answering any questions the veterinarians might ask during the procedure.

#### *Zoo Monitor*

- Cleared to collect Zoo Monitor data for animal behavior and/or space use observations and/or for enrichment evaluation on a specific animal or group. Completes a minimum of 18 data collection sessions in a 6 month period (for enrichment or short-term evaluation) or 36 sessions over a 12 month period (for ongoing behavioral monitoring and/or space use evaluation). Sessions should be tracked in the written action plan.

#### *Operant Conditioning Training*

- Has completed the lecture series given by BHEM.
- Trained a minimum of one husbandry behavior from start to finish and has passed off the behavior for maintenance to appropriate staff determined by BHEM
- Is in good standing with the timely submission of their monthly training reports and attendance at a total of 6 BHEM meetings for the duration of 12 months. If meetings fall on regularly scheduled days off, up to 2 meetings can be scheduled as one-on-one sessions with the Behavioral Husbandry and Enrichment Manager. Attendance at meetings should be documented in the written action plan.
- Presents a personal animal training success or challenge as part of a BHEM meeting agenda, pre-arranged with the Behavioral Husbandry and Enrichment Manager. The presentation should be a minimum of 15 minutes long and include photos or video.

#### *Enrichment*

- Designs and implements an enrichment device/concept for a species-specific behavioral goal, from start to finish, utilizing the TRACKs enrichment approval process, and evaluating the safety and effectiveness of this device/concept.

#### *Job Knowledge*

- Achieves run certification as a cross-trainer intra-departmentally (in another building within the department or learning 1 run above the expected minimum for home building)
- Either cross trains on a run in another department – or - job shadows in another area for 5 days (as consecutive as the schedule will allow) – or- participates in a keeper exchange at another AZA zoo for a total 3 shadowing work days.

#### *Safety*

- Serves as their building's safety liaison for the duration of 12 months which includes participation in monthly Safety Committee meetings, relaying information back to their area and reviewing table top exercises, routine fire extinguisher/red box/alarm checks, proactively addresses any safety related concerns expressed by co-workers and works with their managers to update the area Job Safety Analyses (JSA) as needed.

#### **Appendix A: Elective Requirements:**

In order to achieve Advanced Animal Keeper Certification, keepers must complete a total of **20 elective points**. The elective options range in complexity and point value from 1 to 3. The keeper must meet with the General Curator and their own Curator or ZM to review, revise, and seek approval *before* pursuing each elective. Other staff, such as the Animal Records and Permits

Manager, Zoo Monitor Coordinator, BHEM, Learning Department staff, Volunteer Services, (etc.) may provide oversight and point-value input for electives related to their area of expertise. If an AAKC candidate has a concern about the point-value assigned to one of their electives, they can meet with a committee to reconcile this. The committee would include the AAKC candidate, General Curator, either the ZM or Curator of the keeper's building, and two current Advanced Animal Keepers upholding their maintenance status.

Any electives that qualify for the program that have been completed within the previous 3 years prior to the official start of the Advanced Animal Keeper Certification program can be approved by your ZM/Curator in order to be eligible toward your elective total.

It will be the keeper's responsibility to maintain accurate documentation of their progress on elective(s) in their written action plan. The keeper is also expected to coordinate with the General Curator and their own Curator and/or ZM for guidance, updates, and evaluation as needed.

The following electives are meant to be examples, but keepers are not limited to what is written below. Some of the examples below may not be applicable or available to all keepers seeking to obtain Advanced Animal Keeper Certification.

### **Elective Examples:**

#### **1 Point:**

- Become an active member of a committee at LPZ for a minimum of 12 months. Active member means you must attend a minimum of 80% of the meetings. Examples of committees are: The Green Team, Animal Welfare Committee, etc. The committee chair will verify active participation. (1 point)
- Cross train and become certified on an additional run (Note: This would be a different run that is *in addition to* what was already completed for your core requirements) for a minimum of 24 months or at the manager's discretion depending upon departmental needs. (1 point)
- Work with BHEM to identify 2 species in your area that will benefit from monthly enrichment calendars. Create monthly enrichment calendars for these species. (1 point)
- Actively take part in transport of animal to/from their new facility (this could include an airport run). (1 point)
- Present a poster at a professional conference or workshop. Topic will be approved by General Curator. (1 point)
- Public Speaking: Present another colleague's work or present as a part of a group at a professional conference or workshop. (1 point)
- Complete 5 days of shadowing a keeper/keepers in a building other than yours. The 5 days can be comprised of 1 day in 5 buildings or any combination with the understanding that there must be a minimum of 2 buildings. Determine specific goal for shadowing. (1 point)
- Become certified on the use of a power tool with the expectation that continued use and proficiency of the tool will be maintained. (1 point per tool; up to 2 points total)

**2 Points:**

- Attend a professional conference or workshop, compile relevant information, and give a brown bag presentation to your department or write up a descriptive summary of bullet points about what was learned and provide articles, contacts, videos, etc. (2 points)
- Identify three specific operational aspects that would benefit from “how to” manuals for the purpose of institutional memory and training new keepers to the area. For example: “how to” winterize the macaque exhibit which may include things such as a map of the lixits and irrigation heads that need to be blown out, drains requiring Midwest Vac, and breakers that need to be turned off for exhibit fans, etc. Create manuals for the three identified areas or processes (2 points)
- Work with your manager to learn all aspects of what is required for a successful animal shipment. This should be done with a specific animal in your area that will be shipped out. Specific tasks will be delegated to keeper by manager, but should encompass all aspects of shipment. For example, this could include all pre-ship documents needing to be filled out, correspondence with receiving institution/copied in on correspondence, writing a training plan for crating animal/or materials needed for crating, writing the plan for materials needed during actual transport (who will be driving animal, contact information for the point people from giving and receiving institution, plane information if animal is being flown, etc.) and following up with the receiving institution once the animal has arrived. (2 points). *Note: Completion of this elective will not guarantee your assignment to accompany the animal(s) during transport; dependent upon staff and schedule needs.*
- Take point on an animal introduction. This will include writing up a plan that includes historical information on all animals involved in introduction, identifying what desirable and non-desirable behaviors keepers will be looking for, plans for howdies/separations, etc. (2 points)
- Become an active member of the union negotiating team for contract negotiations. (2 points)
- Become an active member of the Emergency Weapons Teams (EWT) for a minimum of 36 months. *Note: EWT training requires a significant investment of staff time and resources. After 36 months, a continued commitment to EWT is highly encouraged and ongoing participation is recommended as part of your Advanced Animal Keeper Certification maintenance requirements.* (2 points)
- Become a mentor to a new hire in your building for their 6 month probation period. Specific duties will be decided on and delegated by the area ZM. (2 points)
- Work with the Learning Department and play a role in improving an existing program/chat/mobile cart relevant to the animals in your area. Specific tasks will be delegated to AAKC candidate from a Learning Department representative that has agreed to work with the keeper in collaboration with the General Curator. (2 points)
- Work with Nutrition Center Manager to learn how to do accurate body scores of 3 species in your area. Enter information into Zoo Monitor such that it will serve as a reference for staff to be able to score body condition. Present this information to all keepers in your building. (2 points)
- Participate in a zoo-supported (e.g. Feay scholarship) conservation focused program or field research project for no less than 5 days through Earthwatch, SANCCOB, PBI, or

related program approved by General Curator, and present on your experience at a zoo-wide lecture/brown bag. (2 points)

- Complete a keeper exchange at another AZA institution. Exchange should be a minimum of 3 days and can be done at one or more institutions as long as total time spent is a minimum of 3 days. Present learnings from exchange to co-workers either via building meeting or written write up (2 points)

### **3 Points:**

- Participate in a self-supported conservation focused program or field research project for no less than 5 days approved by General Curator, and present on your experience at a zoo-wide lecture/brown bag. (3 points)
- Attend AZA studbook course and become the studbook keeper for a species. (3 points)
- Become the mentor for the incoming Apprentice Keeper for the duration of their 12-15 month program. The Apprentice Mentor will serve in a role that is aimed at helping a less experienced keeper successfully navigate a new professional environment. This will be done by the mentor providing supportive assistance and guidance related to the apprentice's professional goals and personal experiences while they transition into the apprentice role. They will track progress and accomplishments on a check-off sheet. This document will be updated as needed and reviewed by General Curator upon completion.
- Attend required training provided by the Learning Department to become a certified interpreter. Once certified, work with your managers and team to incorporate what you learned throughout certification to review, refine, and enhance talking points for your own department's chats. (3 points)
- Become a union steward for a minimum of 24 month. (3 points)
- Create and deliver an original presentation at a professional conference or workshop. Topic will be approved by General Curator. (3 points)

### **1-3 Points: Point value will depend on species, level of involvement, complexity of project, etc.**

- Volunteer Services:
  - o Work with VS to attend volunteer pre-shift meetings to share information about a specific animal or species or area updates. (Attending 5 separate pre-meetings would equate to 1 point, and involvement could be scaled up from there. For example, additional points could be added for returning to attend pre-shift meetings on a quarterly basis).
  - o Work with VS to identify a topic that would be of interest to the volunteers. Topic will be agreed upon by VS manager and general curator. Keeper will present the topic at an LPZooU (2 or 3 points-depending upon presenting on your own or with others)
- Work with the Animal Records and Permits Manager to implement new Tracks modules or enhance the use of Tracks in your department. (1, 2, or 3 points depending on level of involvement- determined by Records and Permits manager and ZM). This could include:
  - o Auditing animal records for accuracy and the inclusion of appropriate entries into the specimen report

- Contribute to the rollout of a new Tracks module in your department, or becoming the departmental subject-matter expert for a Tracks module (i.e. Diets and Feeding, Egg Log, Water Quality and Environmental Testing, Observations)
  - Participating in the testing and application of Pocket Tracks on a run or area.
- Work with Nutrition Center Manager and research animal diets and nutritional components from other institutions. Use this information to brainstorm new diet items, modifications, feeding schedules, etc., that could be implemented for animals in your building. (1, 2 or 3 points depending upon complexity of project-determined by ZM and Nutrition Center Manager)
- Work with BHEM and vet staff to identify an advanced husbandry behavior that would benefit animal care (voluntary blood draw, ultrasound, radiographs etc.). Write training plan and train behavior from start to finish. Work with vet staff to coordinate scheduling of training sessions. ( 1, 2, or 3 points depending on complexity of behavior—determined by ZM and BHEM)
- Write up all protocols and breeding information needed for any and all needs of pre and post-natal care of a specific species that has a breeding recommendation in your area. Prior to writing protocols complete research and write up a document that includes breeding information about the species for reference for staff. The protocols should include modifications needed to enclosures, hand-rearing, socialization etc. Plans must be approved by managers and vet staff. (1, 2, or 3 points depending on the complexity-determined by ZM and curator)
- Work with managers to become an active member of a hand rearing or incubation team and continue to use this skill as assigned. (1, 2, or 3 points depending on the complexity or level of involvement in the initiative- determined by ZM and Curator).
- Participate in speaking at a zoo-sponsored public event (e.g. Wine and Wildlife or Breakfast with the Animals). (1, 2, or 3 points-depending upon amount of original material presented and whether you are presenting individually or a co-presenter.)
- Select one exhibit or holding area to critically evaluate. Evaluation will consist of doing a minimum of 15 observations with Zoo Monitor to assess the animal(s) use of the space. After initial data has been collected, meet with your manager and/or BHEM about your ideas of how the space can be improved for increased species specific behavioral diversity and/or space use and/or environmental choices. Implement these changes to the space. Once the modifications have been completed do a second round of 15 observations on Zoo Monitor to evaluate the effect of the animal(s) behavior with the changes that have been made. (1, 2, or 3 points based on complexity, determined by ZM and ZooMonitor staff)
- Work with BHEM to identify a species specific behavior you would like to see increased in an animal or species in your area. Design enrichment item, build item (can work with Facilities or VEG group if needed), and evaluate effectiveness of item by using Zoo Monitor. (1, 2 or 3 points based on complexity of design- determined by BHEM and ZM)
- Work with BHEM to identify a non-desired behavior that an animal in your area displays. Come up with an action plan to reduce behavior. Work with Zoo Monitor to evaluate effectiveness of action plan. (1, 2, or 3 points depending on difficulty determined by ZM and BHEM).

- Write and publish a paper related to training, enrichment, observations, husbandry improvements, or overall animal welfare. Paper topic and publication will be approved by General Curator. Point value depends on level of complexity, for example:
  - o TAG or SSP newsletter format (1 point)
  - o Animal Keeper Forum or Shape of Enrichment (2 points)
  - o Peer reviewed journal (e.g. Zoo Biology or JZAR) (3 points)
- Become a Power Tool Trainer for your department, responsible for conducting training sessions which consist of reviewing the tool manual, specific power tool safety, practical operation of that tool, etc. Trainer is ultimately responsible for deeming whether trainee is competent with tool use and is ready to be signed off as “certified” on that particular tool. Records of training sessions and certifications must be maintained. (3 points)
- **Wild Card:** Keeper will meet with a committee to come up with an action plan to complete an elective worth up to 3 points. The committee will include the Advanced Animal Keeper candidate, General Curator, either the ZM or Curator of the keeper’s building, and two current AAKC’s upholding their maintenance status. This elective should involve an area of interest that the keeper would like to delve into in more depth, and is not something that is currently offered in the electives section. Final approval will come from the committee. Once approved, this elective will be added to the appropriate point level for future use by other keepers without further approval needed. (1-3 points depending on complexity, determined by the committee).

#### **Appendix B: Maintenance of Advanced Animal Keeper Status**

Once Advanced Animal Keeper certification has been obtained, maintenance requirements will need to be upheld on annual basis. A specific section will be added to appraisals for Advanced Animal Keepers and the chosen maintenance that Advanced Animal Keepers had established to complete the previous year will be reviewed with your ZM/Curator during annual performance appraisals in August/September each year. Advanced Animal Keepers will also set up an action plan for the following year’s maintenance. Failure to maintain minimum requirements of the Advanced Animal Keeper classification will be reflected in your evaluation.

Note: All Advanced Animal Keepers who attained their certification prior to March 31, 2019 will maintain their associated \$1500.00 annual adjustment to their base salary. While they will not be required to maintain the new set of requirements that has been established as “maintenance” they are strongly encouraged to do so to uphold the integrity of the Advanced Animal Keeper designation.

Should an Advanced Animal Keeper no longer wish to fulfill the annual maintenance requirements they can voluntarily step down from the designation and relinquish the \$1500 salary adjustment.

#### **Maintenance requirements:**

In order to uphold AAKC status, keepers must complete a total of **3 points** per appraisal year. Keepers may choose from any of the following options, or combination of options, to cumulatively complete a total of 3 points.

**Point Options:**

- Complete any 3 bullet points out of the 11 outlined in the core requirements section (see pages 2-3 in this document). Each bullet point in the core requirements section is worth 1 point.
- Complete any combination of elective(s) outlined in the elective requirements section (see Appendix A, pages 3-8 in this document).
- Seek approval by the Wild Card committee to complete new elective idea(s). You can choose to complete 3 different 1-point Wild Card electives as long as they are all approved by the committee (see page 8 in this document).

Advanced Animal Keepers will maintain a written action plan and checklist of completion dates to fulfill their maintenance requirements. These documents will be reviewed to verify completion of maintenance requirements by the area ZM and Curator at their annual performance appraisal. If an Advanced Animal Keeper has a concern about the point-value assigned to one of their maintenance requirements, they can meet with a committee to reconcile this. The committee would include the AAKC candidate, General Curator, either the ZM or Curator of the keeper's building and two current Advanced Animal Keepers upholding their maintenance status.

**C**  
**SIDE LETTER**  
**CROSS TRAINING**  
**July, 2005**

The primary purpose of cross training is to provide a "safety margin" of care for the animal collection by developing a "working level" of animal keeper competence with other groups of animals housed in another building within the zoo. It also provides a means of training for animal keepers outside their expertise to better qualify them for and expose them to other job opportunities within the zoo. Cross training is not intended to develop full competency in all aspects of a building's operation or runs.

1. Cross training will be limited to no more than one person per building (as defined by a lead keeper) at a time. Eligibility will be limited to animal keepers who have been in their current position, not building, for at least one year and received an overall "meets expectations" performance review.
2. This process will continue to be voluntary and animal keepers are encouraged to request cross training in areas inside or outside their departments. Area supervisors reserve the right cross train keepers, intra and interdepartmentally, at their discretion to ensure that adequate back up are in place should staff shortages occur.
3. It shall be understood that animal keepers undergoing cross training will be temporarily assigned to work in an area outside their own for eight hours per day for four days within a two week period. Either or both parties can request additional training time.
4. To keep the cross training current each cross trained animal keeper will be required to work four days in a six-month period including time scheduled as a relief keeper in that area.
5. Initially cross training will be available to two keepers in each of the areas under the responsibility of a curator, for a total of ten animal keepers. Additionally each area under a curator will have two animal keepers cross trained in their areas. Once the initial phase is complete additional requests will be considered by the area supervisors on a case by case basis. If an area becomes deficient of cross trained animal keepers these areas will be prioritized for new requests.
6. Cross training will no longer involve trading staff members but can be based on department needs and ability to support cross training without reciprocation from another department. Cross training can be done between two areas at the same time or separately depending upon the situation. The area supervisors will determine the appropriate schedule.

7. The extent of the cross training in any area will be determined by the area supervisor and can range from knowledge of a run to situational tasks, whichever the department feels will best fit its needs.
8. Apprentice and half time animal keepers will be able to participate in the program after one year at Lincoln Park Zoo upon approval of their area supervisor.
9. Approval by the area supervisor is necessary to insure that critical animal care activities are not subrogated to the cross training program.
10. Successful completion of the cross training program will be determined by the area supervisor, lead keepers will be responsible for designing the training program in their building.
11. The cross trainer will achieve competency in working in another area of the zoo, determined by the area supervisor of that area.
12. Criteria for using cross training towards attaining Advanced Animal Keeper Certification status will remain the same as outlined in the master keeper classification information.
13. Lead keepers would be able to participate in a cross training program but more along the lines shadowing another lead, learning about their building and how they run their operation.
14. Area supervisors will be responsible for scheduling and tracking the cross training and refresher training. Need for help by a cross trained keeper will be determined by the area supervisors using the posted schedule minimums as well as determining where the help will be coming from. A spread sheet will be created to maintain the records of the cross training, refresher training and numbers of times called into service.

**D**  
**SIDE LETTER**  
**APPRENTICE KEEPER PROGRAM**  
**June 14, 2007**

The objective of the Apprentice Keeper Program is to provide an entry-level candidate with limited or no zoo-keeping experience an overview to animal keeping at Lincoln Park Zoo.

Duration of program: Apprentice keeper (AK) will be hired for a period of 15 months.

Structure of program: While endeavoring to maintain some degree of flexibility in order to accommodate the different backgrounds and interests of candidates, specifics of duties and assignments will be left to the discretion of the lead keeper and zoological manager. A probable rotation schedule follows: (the probable building in which the apprentice will be trained is indicated in bold):

**FITZ/AZ**  
**SMRH/CZ**  
**BH/BOP**  
**PH/RCAA**  
**RAJ/LH/BL**

The specific sequence of buildings and which building and runs are assigned will be determined on a case-by-case basis.

Once an apprentice has completed a 3 month rotation, they will:

Be evaluated by the Lead Keeper and Zoological Manager of the area using the performance appraisal tool. These evaluations will remain confidential and not be available to the manager of the area to which the apprentice will be moving. While the evaluation itself will not be forwarded to the next supervisor, any specific areas of concern that the previous supervisor feels warrant attention may be brought to the attention of the new supervisor and will be noted on the evaluation.

Be certified on one or more runs (as determined in advance by Lead Keeper and zoological manager). Certifications will be made available to the next Zoological Manager and Lead Keeper in order to aid in determining which common tasks the AK should already be familiar with.

Return to each area in which they have completed a rotation once per month to maintain familiarity. Although this means that time in each successive area will be somewhat reduced, apprentice keepers should be well-versed in zoo-wide policies and operations and will become increasingly familiar with zoo keeping, thus enhancing their learning curve.

In order to further facilitate this, rotations would get incrementally longer:

- Rotation 1=11 weeks
- Rotation 2=12 weeks
- Rotation 3=13 weeks
- Rotation 4=14 weeks
- Rotation 5=15 weeks
- Total duration = 65 weeks (15 months)

The apprentice will be assigned a mentor in each building and will be on the same schedule as the mentor. The mentor may change within a building if the apprentice is learning a different run.

The apprentice is not eligible to apply for temporary keeper openings during the 15-month apprentice period.

Apprentice keeper is considered probationary throughout the duration of the 15-month period and as such, may be released at any point for just cause.

#### Apprentice Keeper responsibilities

- Apprentice Keepers will not be permitted to work with venomous animals
- Apprentice Keepers are not allowed to be the opening or closing keeper (that is, work in an area without direct supervision)
- Apprentice Keepers may shift and restrain animals under direct supervision and at the discretion of the lead keeper and zoological manager.

Upon successful completion of the program, the apprentice will receive a certificate.

If available, the “graduated” apprentice may move into a roving apprentice keeper position. This is not automatic and is based on performance evaluations.

SMRH will schedule the roving apprentice keeper. This is a 15 month position designed for the apprentice rover to gain additional experience.

There will be no more than two employees within the program at any time.

Recruitment of the apprentice (reviewing of resumes, interviewing, and making hire recommendations) will be by a Curator, Zoological Manager and a Lead Keeper each from a different area of the zoo. This same committee will advise on the initial assignment of the apprentice.