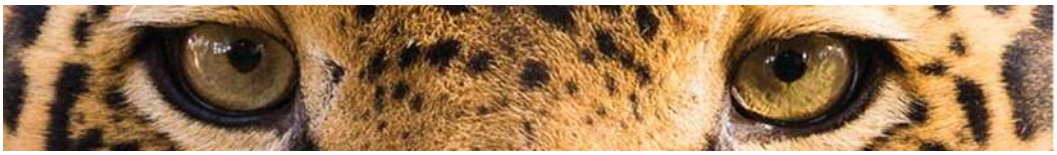


phoenixzoo
ARIZONA CENTER for NATURE CONSERVATION

Supervisory Care Information

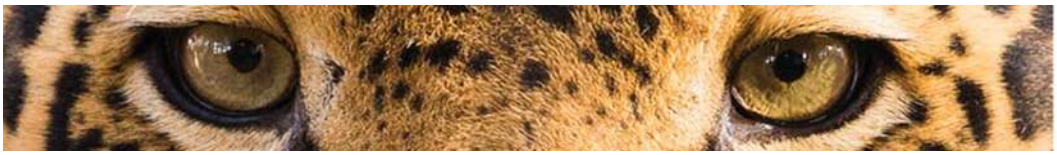
Eligibility & Qualification

The Phoenix Zoo offers discounted daytime general admission for groups visiting with a Supervisory Care or Special Needs organization. Groups must serve individuals with mental or physical disabilities that require staff assistance during a Zoo visit. A disability is defined by the Americans with Disabilities Act as a physical or mental impairment that substantially limits one or more major life activities.

Purchasing Tickets

Supervisory Care tickets must be requested at the time of purchase and may be purchased at the Guest Services Lobby. The name of the Supervisory Care organization may be requested.

- $8 per child (ages 3–13)
- $10 per adult (ages 14+)
- Complimentary aide tickets at a 1:1 ratio are available upon request at the time of purchase. Aides are defined as individuals who are needed to personally assist individuals.
- The guest with the disability must have paid admission.
- All aides must be disclosed at the time of purchase.
- Payment accepted by card or check only.
- Discount applies to daytime general admission only; special events such as ZooLights are excluded.
- Safari Cruiser tickets are available, at a discounted rate of $2 per person, at the Safari Cruiser Station.
    - For accessibility, the Safari Cruiser is equipped with a wheelchair lift. Please note that personal or Zoo-rented wheelchairs and electric scooters are subject to size and capacity limitations.
    - Each Safari Cruiser is able to accommodate one wheelchair. Individual(s) who are able to transfer from their mobility device to a standard seat are recommended to do so when possible.



Accessibility Within Zoo Grounds

- **Mobility Needs**
  - Rentals in the form of strollers, wheelchairs, and electric sit-down scooters (ECVs) may be purchased on a first come first served basis near the front of the park. Full details on pricing can be found here.
  - Trail descriptions to assist with mobility expectation may be found here.
- **Sensory Needs**
  - Sensory bags
    - Sensory bags containing fidget tools, noise-canceling headphones and other resources, are available for checkout at the Guest Services Lobby and the Safari Cruiser Station.
  - Weighted lap pads
    - Weighted lap pads are available upon request at the Safari Cruiser Station.
  - Quiet Zones
    - "Quiet Zones" are areas that typically have less activity and spaces to sit and regroup after becoming overstimulated at the following locations:
      - Arizona Trail between coyote and condor exhibits
      - The Rose Garden near greater flamingo
      - Emily's Butterfly Garden on the Children's Trail
      - Tropical Flights Trail
      - Between the Forest of Uco and the Thunderbirds Charities Equine Facility
  - Headphone Zones
    - We have identified areas that are noisy and where guests tend to linger as "Headphone Zones". These areas include:
      - Arizona Trail Aviary (near Stingray Bay)
      - Isle of the Tiger
      - Orangutan Bilik
      - Petting Zoo in the Big Red Barn
      - Small Wonders/Reptile Nursery on the Children's Trail
      - Python habitat on the Children's Trail
  - Staff Training
    - The most powerful aspect of the Sensory Inclusive Zoo Initiative is the

- continued staff training. Our staff participate in training sessions designed to raise their awareness of sensory processing disorders, inform them about the services provided through the Sensory Inclusive Zoo Initiative, and
  discuss strategies that they can implement in their daily work to help the Phoenix Zoo reach its goal to be "Sensory Inclusive".