



HOME IS WHERE THE HERD IS

2020 GRATITUDE REPORT



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EVERY HERD NEEDS A HOME

What makes a home?

Simmering pots of soup and fresh baked bread in the kitchen? Ample room for celebrations and gatherings? For humans and animals alike the answers vary, but for most it's the time spent together and caring that make a place feel like home.

Muskox like space to roam, browsing on grass, roots and stems. Their sharp hooves allow them to break through frozen ground, so they are at home in the arctic tundra. Your zoo's western lowland gorilla troop, on the other hand, enjoy both an indoor and outdoor habitat as they don't love the Alberta winters. They are very intelligent foragers and need a lot of stimulation, so the Animal Care team add or move enrichment items three times daily to keep things interesting.

More than 1,000 animals with unique diets and needs live here.

Last year, as people adjusted to working or learning from home, your zoo's Animal Care, Health and Welfare team were front and center tending to each individual and creating innovative and enriching activities to help the animals stay active and engaged in their homes. Hippos, Sparky and Lobi, continued to receive their daily tooth treatments, the king penguins continued their outdoor waddle (even if there were no guests to see them), and birthdays continued to be celebrated with exciting enrichment to encourage play and exploration (like black and white colobus monkey Kito's first birthday filled with paper banners and snow).

For the Conservation Research team their home away from home is often out in the field collecting data, conducting innovative research, and releasing species-at-risk into the wild. Though 2020 saw many challenges and changes, critical conservation work continued to help conserve wildlife worldwide.

In a year like no other, a community of generous donors, zoo members and organizations came together to continue to provide homes for animals to thrive, inspiration to people across the globe, and hope for endangered species to fill their homes in the wild once again.

The following pages showcase some of these successes and give an inside look at this collaborative impact. None of it would be possible without you. We can't do this work alone – it takes a herd.

What is the pack impact?

Providing world-class care for the animals that call your zoo home, inspiring conservation action and giving hope to species at risk of extinction can't be done alone – it takes a group of like-minded advocates coming together. It takes a pack.

Your donations help feed our animals. Here's a bite of where they go:

\$550,000/MONTH
ANIMAL CARE AND FEEDING

\$39,000/YEAR
PENGUINS

A variety of fish and seafood including capelin, herring, smelt and squid for Penguin Plunge residents.

\$23,000/YEAR
RED PANDAS

Food and bamboo for our three red pandas.

TOGETHER, APART

Care during the closure.

When your zoo closed its doors on March 16, 2020 to help slow the spread of COVID-19, we weren't sure what the future held. In an instant, the zoo lost \$7 million in revenue – funds normally earned through admissions, events, educational programs and sales. We had planned for the future. We had reserves in place, but nobody was prepared for this level of catastrophic effect.

The call went out, letting our community know the zoo needed support. People from all over the world responded from 454 cities in 11 provinces and 12 countries. The biggest amount of support came from the Calgary area - where zoo experiences have inspired generations of visitors.

The response from the community was overwhelming. People sent us notes, drawings and photos. They shared their own zoo memories and heartwarming thoughts. Donors gave; members renewed. A group of eight corporate sponsors, including distilleries and breweries, donated hand sanitizer and essential personal protective equipment for zoo staff, volunteers and visitors. Your support provided hope, even in the darkest days.

Your zoo was closed for 68 days but, because of you, animal lovers across the world interacted with your zoo in new and virtual ways. More than 52 million people from around the globe tuned in to the Daily Dose and Weekly Dose series allowing them to connect with wildlife and learn about the conservation work you help support. At a time when many of us were stuck at home, you helped

give us all something to smile about.

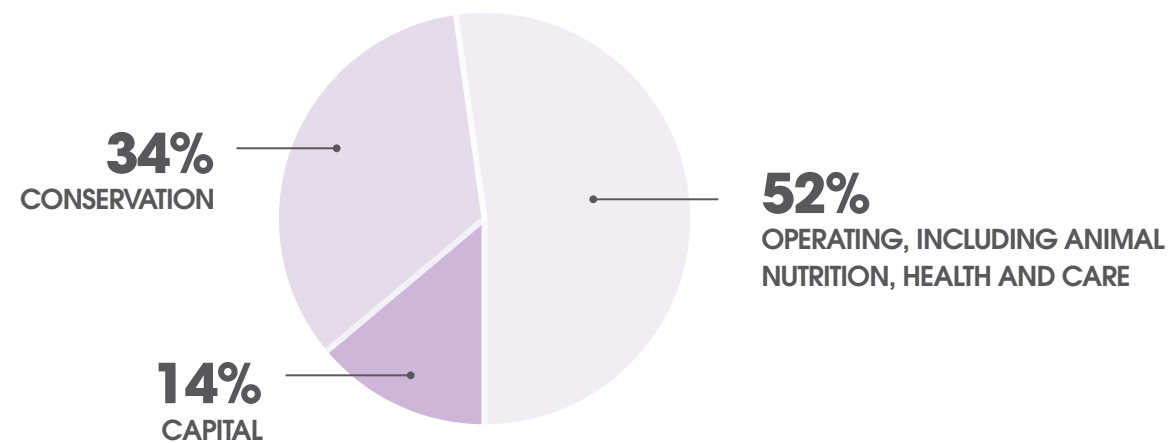
Most importantly, your support allowed the visionary animal care your zoo is known for to continue, even in the midst of great uncertainty.

African lion, Baruti, received a much-needed root canal. The red river hogs wallowed in cocoa peat enrichment. Giraffe hooves were trimmed. And even amid a pandemic, new life sprouted. North American river otter, Kate, became a first-time mom to pups Feist, Maeve, Fergus and Emmett on the same day your zoo closed its doors. Your support was vital in ensuring all our animals continued to receive world-class care.

Although we were apart, together we were all a part of the animals' well-being.

WE KNEW EVERYTHING WAS DIFFERENT – THE ANIMALS DIDN'T.

What did donations support in 2020?



A LONG JOURNEY HOME

Pandas return.

Giant pandas, Er Shun and Da Mao, arrived in Calgary in March 2018 with cubs, Jia Panpan and Jia Yueyue. This family brought joy and inspiration to thousands of people. Sadly, it was time for the cubs to return to China in January 2020. Although sad, this was expected. Your zoo would still have Er Shun and Da Mao for another three years. And hopefully new cubs to celebrate. Only three months later, everything changed.

The pandemic saw international flights immediately being cancelled. This included weekly shipments of fresh bamboo from China that the zoo had depended on since the pandas' arrival. With your support, the zoo worked tirelessly with alternate bamboo suppliers to find a way to keep the giant pandas fed, despite misdirected shipments and slower than acceptable delivery times causing some poor-quality bamboo that the giant pandas wouldn't eat.

After months of overcoming barriers to transport fresh bamboo, the tough decision had to be made. The best and safest place for Er Shun and Da Mao was where bamboo is abundant and easy to access – back home in China.

And so, in May the lengthy process began.

For months, China was unable to approve international permits due to changes in its import laws and quarantine facilities due to COVID-19. However, despite the delay, your support allowed Er Shun and Da Mao to continue to

receive exceptional care from their human caregivers. Because of you, your zoo continued sourcing fresh bamboo from a variety of suppliers across North America. The health and well-being of our cherished giant pandas was always top priority.

The good news arrived in September – international permit approvals were underway! And after months and months of hard work, and endless piles of documents and permits, on November 27th Er Shun and Da Mao boarded a Lufthansa Cargo flight on their way home to Chengdu, China.

After consuming approximately 100kg (200lbs) of bamboo each, and a short layover in Frankfurt, our beloved pandas touched down in Chengdu. They were then transported to Chongqing Zoo - Er Shun's birthplace. Finally home – where bamboo is abundant and local.

Er Shun and Da Mao became cherished members of your Calgary Zoo family. And although they will be deeply missed by staff, volunteers, the community and visitors from around the world, their time at the zoo not only contributed to wild panda conservation but also inspired and educated visitors. Thanks to you, their legacy will be felt for years to come.

It Takes a Pack

It took an international community to ensure the pandas arrived in China safely. Alongside you, it wouldn't have been possible without support from Lufthansa Cargo AG, DynaLIFE, Consulate team in Chengdu, Ambassador of Canada to the People's Republic of China, Consulate General of the People's Republic of China in Calgary team, Canadian Food Inspection Agency, Market Express, Canadian Chinese Embassy, Global Affairs Canada, YYC Airport, International Animal Lounge YYC, the Chinese Association of Zoological Gardens, Chinese Ministry of Foreign Affairs, Suncoast Nursery, San Diego Zoo, Chengdu Research Base of Giant Panda Breeding, Chongqing Zoo, the National Forestry and Grassland Administration of China, Chinese Customs and the Embassy of Canada in China.

“This was an incredibly difficult decision to make but the health and well-being of the animals we love and care for always comes first.”

– Dr. Clément Lanthier
President & CEO, Calgary Zoo



A SPECIAL ARRIVAL

Helping the littlest king penguin.

Even the most experienced moms and dads have challenges with their wee ones. This was the case with seasoned king penguins, Grace and Solomon, last July as they awaited the hatching of their chick. During the final stretch of a nearly two-month long incubation period, Grace and Solomon's egg became cracked after Grace moved away from it, and it rolled down the beach into some rocks. Damage to an egg during the incubation journey is an incredible obstacle to overcome for a hatchling.

Thanks to your support, your Calgary Zoo team sprang into action, rushing the egg to a specialized incubation room. The

veterinary team then carefully patched the significantly cracked shell with a Tegaderm transparent film dressing (usually used to cover and protect human wounds) along with some glue to fill the cracks. The precious egg was then placed into an electronic egg incubator in the hopes of saving the little one's life.

With the egg safe and warm in the incubator it was closely monitored for its progress for several days, ever-hopeful that it would survive. Birds rely on an air cell in their egg to breathe, and this had been compromised when the egg cracked. This tiny new arrival to your zoo's king penguin colony would be an essential addition to the Species Survival Plan, protecting and safe-guarding

genetic diversity. Everyone was rooting for the littlest king penguin!

Against all odds, the tiny chick tried to hatch itself! A hatching chick works hard for days to break through its shell. This wee one didn't have any more strength left. It needed experienced helping hands. Your Calgary Zoo team gently assisted the chick, ever-so-carefully breaking the shell first and then the egg membrane so that it could ease its way into the world. The chick fully hatched on July 18!

The chick was reunited with parents, Grace and Solomon, who warmly welcomed their little one back after its challenging arrival. The Animal Care, Health and Welfare team monitored it very closely for the first weeks to ensure it was gaining weight and to treat it

for any potential infections from the compromised egg. But thanks to you, the littlest king penguin is thriving! Your generosity is the driving force behind the world-class care every animal receives at your Calgary Zoo. Simply put, we couldn't do it without you.

The Pack Impact

Your donations provide world-class care to all our penguins. Here's how they're used:

- Food and care for 49 penguins including 13 king penguins, 13 gentoos, 19 Humboldts, 2 Northern rockhoppers and 2 Southern rockhoppers
- Premium water filtration systems that filter a 144,000 litre indoor pool and a 49,700 litre outdoor pool once an hour.

- Premium air filtration system that keeps the air at a constant cool temperature, while also removing any pathogens, dust, or other particles.
- Misters to keep the rocks moist and provide enrichment.

Species Survival Plans contribute to the success of an assurance population of animal ambassadors that advocate for their wild relatives - one way we can act today to help secure the future of endangered species.

A Name Fit for a Queen

The blood results were in and it was determined that the littlest king penguin was...female! The next step on the little one's journey was finding this fighter a name. The task was taken on by you, our donor community. With 122 votes cast and more than \$7,000 raised, the results were in - the newest addition to your zoo's king penguin colony was named after the Celtic warrior queen, Boudicca (pronounced BOO-dik-ah). A perfect name for our royal chick.



WHAT'S THE BUZZ?

Celebrating a new play space.

Last year saw the grand opening of a new nature inspired interactive play and learning space in the heart of the Canadian Wilds - the Brawn Family Foundation Bugtopia!

This incredible new play space helps visitors get closer to, and gain a different perspective on, some of the amazing insects and critters that make their home in Alberta. This larger-than-life space is designed for children of all ages and immerses visitors in the playful world of insects, including select accessible and inclusive play features. For the first time, thanks to your support, visitors stepped across the bridge into the flying and the fuzzy, the slimy and the squishy, the beautiful and the buzzy world of bugs to learn more about these vitally important creatures.

Who are those tiny critters in your backyard by that old tree stump? Your support helps visitors young and old find out as they climb, swing and slide through three themed towers.

This project wouldn't have been possible without your generosity along with the Brawn Family Foundation.

This space not only builds empathy for some of the smallest species, but it also encourages kids to play in a way that might be different than what they've experienced in other play areas before.



FROM ONE HOME TO ANOTHER

Tadpoles on the move.

As Conservation Research Population Ecologist, Lea Randall, trudged through knee-high snow hauling a sled weighted down with heavy, awkward equipment in early March of 2020, she wondered what the Northern leopard frog field season would bring. Once widespread across the country, Northern leopard frog populations have been in decline since the 1970's due to habitat loss, invasive species, and disease. Today, only one wild population remains in British Columbia in the Creston Valley. Lea's team picked their way through the snowdrifts, on their way to set up automated recording equipment to monitor Northern leopard frogs breeding in the wetland. The calls of male Northern leopard frogs provided

hints as to where they might expect to find fertilized egg masses later in the spring.

As the season progressed, things were looking up for Northern leopard frogs. Your zoo's partners in Creston Valley Wildlife Management Area found 24 egg masses during their search efforts. Despite the logistical complications of translocating egg masses during a pandemic, an elaborate relay system for releases was set up. First, our partners in Creston would identify and protect egg masses from predators using temporary enclosures. Then, our partners packaged the egg masses for transport and another member of the team arrived to help transport them to us. When they arrived at the release site, we stepped in to release the tadpoles into the wild.

In addition to these wild-to-wild translocations, we also celebrated

the first successful breeding of Northern leopard frogs in our care at your Calgary Zoo! This success would not have been possible without your support and the expertise and dedication of our Animal Care, Health and Welfare team. For the first time, tadpoles and froglets born and raised at your Calgary Zoo were released into the wild.

Your support has enabled our conservation breeding program to continue contributing Northern leopard frogs to populations in the wild, ensuring their persistence. These frogs play a vital role in the wetlands where they live and are an indicator species, reflecting the health of the habitats they call home. Thanks to you, we hope to someday hear the mating calls of Northern leopard frogs in wetlands across British Columbia.

Pack Impact

Conservation programs were heavily cut back due to the pandemic – a 20% reduction in budget. Your support was crucial in ensuring vital work continued. The conservation translocation programs you help fund are giving hope to endangered species:

- A total of 14,488 Northern leopard frog tadpoles were released into the wild: 14,463 from the wild population along with Vancouver Aquarium's breeding population, 25 from your Calgary Zoo's breeding program.

- The first successful breeding of Northern leopard frogs in your zoo's care resulted in 16 zoo-born adult frogs released in British Columbia.

- 20 burrowing owls and 20 greater sage-grouse were released into the wild.

- Partners at the Marmot Recovery Foundation released one Vancouver Island marmot born at your Calgary Zoo.

- Vancouver Island marmot and black-tailed prairie dog status continued to be monitored, and innovative analyses to support whooping crane, swift fox, and fisher programs in the wild were conducted.

- Work began on your zoo's smallest conservation species, the half-moon hair streak butterfly, in collaboration with Lakes National Park.

"We know that frogs play vital roles in our ecosystems and by having an on-site reintroduction conservation program we will help to ensure their survival into the future, and ultimately help global amphibian conservation efforts."

– Lea Randall

Conservation Research Population Ecologist, Calgary Zoo



A WORLD AWAY

Protecting livelihoods, protecting sitatunga.

Located in southeastern Ghana, the Avu Lagoon wetland is a freshwater marsh consisting of a shallow lake, plus surrounding streams, rivers and aquatic vegetation. This watery landscape is also home to the world's only aquatic antelope: the sitatunga. In all of Ghana, this is the only location where this majestic creature remains.

Sitatunga are an aquatic antelope species with specially adapted hooves to navigate floating vegetation. Habitat loss and hunting are challenges for this unique species. Concealed in the wetlands, sitatunga are so difficult to detect they were once believed to be extinct in Ghana, until the species was rediscovered in Avu Lagoon. In 2006, the villages surrounding Avu Lagoon banded together to create a community protected area for this elusive antelope. With your help, your Calgary Zoo supports the communities of Avu Lagoon by enhancing local capacity for protected area

management and eco-tourism and identifying sustainable employment opportunities for local people.

The 13,000 residents who call the communities surrounding Avu Lagoon home are primarily farmers and fishers, and many make their living from eco-tourism. So, when the COVID-19 pandemic hit, it had devastating consequences. Tourism almost stopped. Livelihoods were lost. Crime levels spiked. Urban to rural migration increased due to lost employment in the cities resulting in increased pressure on natural resources. The absence of visitors also emboldened poachers and farmers who illegally encroach on the protected core zone. But thanks to you, community conservation efforts in 2020 focused on supporting local communities and providing sustainable income sources to reduce reliance on nature during a time of economic instability.

Your generosity allowed existing women's groups in Avu Lagoon to acquire equipment and supplies for producing face masks. Similarly, artisanal distillation of a local alcoholic beverage from sugar cane was transformed into

ethanol production to make hand sanitizer. Both hand sanitizer and face masks have been registered with and certified by the Ghana Food and Drug Authority. You have supported the establishment of two enterprises that can provide employment and income within the Avu Lagoon communities, while at the same time producing tools and materials to help residents mitigate the risk of the ongoing COVID pandemic.

The virus may have succeeded in keeping many of you locked up in your homes, but it did not stop you from spreading your generosity across the world to protect sitatunga and other wildlife while benefiting local communities. To each of you we say AYEKOO!

The Pack Impact

Your support ensured that our community conservation partners in Ghana, Kenya, and Madagascar could continue their important conservation work:

At the Wechiau Community Hippo Sanctuary, you supported the repairs and installation of 33 boreholes and water systems across the communities meaning people can get clean water without getting it from the river and having to access sensitive hippo habitat.

In Madagascar, you helped 112 single mothers working at local tree nurseries so they could help the environment while securing income for their families and community.

In Ghana, rangers in Avu Lagoon and the Wechiau Community Hippo Sanctuary were able to increase their ground patrols providing a greater presence in the core zones, monitoring for signs of poaching and encroachment and to maintain and monitor camera traps.

In Kenya, you supported the continued monitoring of the mountain bongo, one of the most endangered antelope species in the world, while pushing for potential community-led honey-harvesting collectives that would allow communities to benefit from forests that the bongos need to survive.

"Our belief is to save endangered species, you can only do that effectively and responsibly by addressing not just the needs of the species, but the people."

– Axel Moehrenschrager

Director Conservation & Science, Calgary Zoo



A NEW KIND OF HOMEWORK

Adapting to a new way of learning.

On a typical spring day, a drive past your Calgary Zoo's parking lot would have you seeing yellow. A sea of school buses would fill the spaces as thousands of students roamed the zoo learning and exploring. A visit to zoo grounds in the summer would have you surrounded by groups of kids being inspired at summer camps. But last year, while your zoo was making the hard decision to close our gates, Alberta schools made the shift to a distance learning format. Students, teachers, and parents all had to adapt to a new way of learning.

Your Calgary Zoo's Outreach Education team also had to adapt. How could they continue to help students to learn, encourage them to care, and inspire them to act to conserve the wildlife and wild spaces around them? Your support allowed your zoo to reach people in new and innovative ways, in a way the zoo has never been able to achieve before.

What used to be in-person field trips, turned into virtual school programs and safaris. Students could come nose to beak with the super cool inhabitants of Penguin Plunge. Or take an in depth look at how tiny changes can have profound effects on entire ecosystems. Thanks to the generous support of corporate sponsors like ConocoPhillips Canada and donors like you, these new programs became possible.

While in-person summer camps weren't in the cards, you made it possible to move youth programs into a new, virtual landscape. Each program had the goal of being fun and exciting while also including ways to help protect wildlife and wild spaces. New technology and new applications made viewing our biofact collection possible while not on zoo grounds. Zooming in and showing details on educational artifacts such as skull replicas and pelts, allowed campers to make a tangible connection to the animals and places we seek to conserve.

Chevron Open Minds Zoo School also went virtual. Students got close-up looks of a virtual collection of 360-degree images of some of your zoo's biofacts. Biofact kits were also developed. This meant that for the first time, biofacts were able to be moved off site to schools, giving students a chance to interact hands-on with these objects in a safe way while staying in their classroom.

In a year when your zoo's animals were less accessible than ever before, your support allowed us to continue building deep connections between inquiring young minds and the world's wild spaces. Thank you for helping to inspire the next generation to take action to protect our natural heritage.

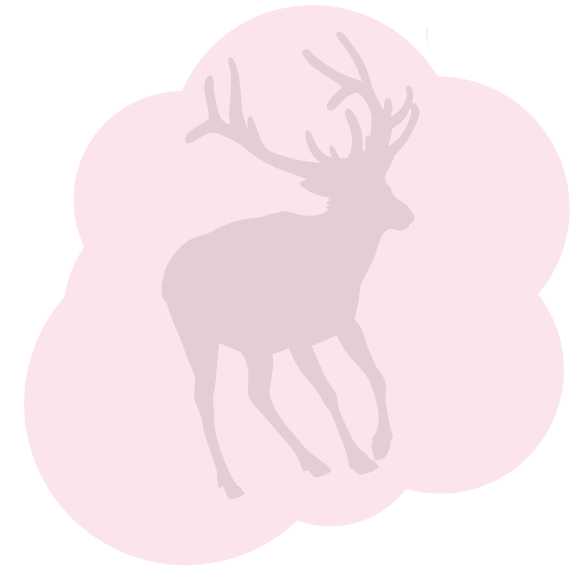
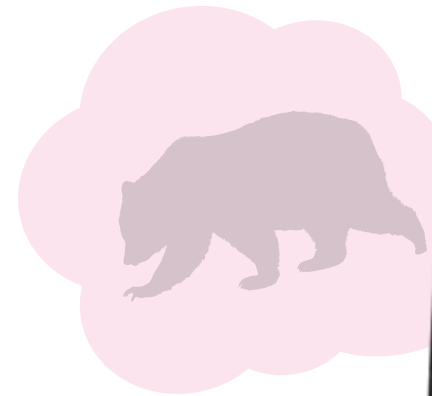
"Our virtual safari was absolutely fabulous! The students said it was like they were actually at the zoo! The educator was engaging, the information was terrific and the students loved to hear their questions being answered. I have had several parents tell me that their child went home and told them all about our penguin chat and now they want to go to the zoo as a family!"

- Kindergarten educator

The Pack Impact. Your generosity helped educate a new generation

81 VIRTUAL SCHOOL PROGRAMS REACHED
2061 STUDENTS AND TEACHERS

31 DIFFERENT YOUTH CAMPS HOSTED
358 CAMPERS



THANK YOU TO OUR PACK

Dear zoo friends,

You amaze us with your steadfast support of your Calgary Zoo, and we are grateful that you're part of this extraordinary family. You are vitally important to your zoo and to its future. Around the world, we have experienced loss, trauma and drastic change in response to a global pandemic — but also innovation and inspiring helpfulness. When the zoo closed to slow the spread of COVID-19, thousands of donors and zoo members rallied to help, giving a combined \$1.3 million in just over two months. When we shut our doors, you opened your hearts.

Though the zoo was quiet during its 68-day closure, fresh fruit and vegetables were still carefully measured and cut to serve African crested porcupines each day; the ring-tailed lemurs' penchant for sunbathing continued unabated; Western lowland gorilla, Jasiri, guarded his troop as strongly as ever; and your zoo's Animal Care, Health and Welfare team provided outstanding care for all the animals. You were there for your zoo through it all.

For the past 92 years your zoo has been a place for our community to come together, and thanks to the enthusiasm and generosity of our supporters and the ingenuity and dedication of staff, your zoo was able to open its gates once again. The new Zooventure provided a safety-minded one-way experience with the largest on-grounds staff presence in our history ensuring the health of staff, visitors, and the animals in our care. You provided the community a safe place to visit when venturing from their homes.

Despite the challenges faced, species at risk cannot spare the time of a pandemic. Your support allowed critical conservation work to continue to help species survive and rebound. Five threatened Canadian species - Vancouver Island marmots, burrowing owls, greater sage-grouse, whooping cranes and Northern leopard frogs – have a brighter future thanks to you. Through your support of our global conservation programs, you continued to save hippos, lemurs, mountain bongos and sitatunga while also supporting healthy communities and environments. You helped to develop solutions to conserve wildlife worldwide.

As your zoo looks to the year ahead and prepares to open expansive new habitats, new spaces and welcome new animals, we look forward to sharing the excitement with you. We'll marvel with you as these exceptional new homes come to life. As our Conservation Research team launches an ambitious new 10-year plan, which outlines steps to double our conservation activities and impacts both locally and globally, we'll celebrate conservation successes. There's a lot happening at your zoo, and that is in large part thanks to you: our pack.

In gratitude,



Steven Ross

Chief Development Officer, Calgary Zoo

Together, we can and will, protect wildlife and wild places for future generations. Thank you for supporting wildlife conservation.



	2020	2019
Total Funds Raised	\$5,510,700	\$4,966,005
Park Attendance	734,494	1,306,308
Donations Made	17,847	36,715
New Donors	922	386
Monthly Donors	295	120
ZooCare Symbolic Adoptions	1072	346
Burrowing Owls Collected for Head-Starting	0	20
Vancouver Island Marmot Field Work	4 weeks	22 weeks



WAYS TO GIVE

Financial support for the Calgary Zoo can be provided in a variety of ways: from annual gifts and ZooCare contributions, to donations for special projects and planned gifts. We invite you to review our projects and programs to see what might interest you.

For more information please contact the development office at the Calgary Zoo.

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