Erin Ivory

Personal Details:

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Education:

Western Michigan University
Bachelors of Science GPA: 3.3
Major: Biology 1997-2001
Minor: Chemistry

Key Competencies and Attributes:

- Animal Welfare Assessment
- Positive Behavior Management
- Enrichment Program Development
- Animal Training Program Development
- Operant Conditioning
- Management of Diverse Species
- Staff Development
- Project Management
- Facility Modifications
- Policy & Procedure Development
- Team Building & Performance Improvement
- International Animal Transport Requirements
- Government Regulations & Relations
- Guest Education, Experiences & Connections
- Establish International Partnerships
- Public Speaking
- Fundraising
- Emergency Response and Weapons
- Heavy Equipment Operation
- Passionate
- Motivated
- Courageous
- Transparent
- Integrity
- Optimistic
- Adaptable

Associations and Certifications:

Vietnam Elephant Initiative Co-Founder
ABMA Professional Member
AZA Professional Member (past)
IMATA Professional Member (past)
Naui Open Water Scuba Certification (current)

Vision:

To lead the global advancement of animal welfare.

Management Philosophy:

Utilizing progressive positive behavior management techniques to develop trust based relationships and environments that encourage appropriate species specific behaviors and voluntary participation.

Career Highlights:

- Behavior management experience with a wide variety of taxa including elephants, rhinos, marine mammals, primates, hoofstock, carnivores, bears, various small mammals, birds, fish, sharks, rays, reptiles, insects, and amphibians.
- Demonstrated ability to develop successful programs under extreme circumstances that focus on animal welfare, positive behavior management, and staff development.
- The ability to engage with others with different cultural and philosophical differences
- Developed policies and procedures based on institutional design and need
- Implemented programs designed to manage simple and complex social dynamics.
- Completed welfare assessments in management and advisory capacities
- Collaborated on several welfare assessment research projects.
- Trained hundreds of behaviors for husbandry, mental stimulation and relationship building.
- Created and presented several training courses on behavior management, training, enrichment and animal husbandry.
- Presented at various conferences, symposiums, and seminars nationally and internationally
- Co-organized several workshops internationally for improving animal welfare
- Currently co-organizing several workshops nationally and internationally to be completed in 2018-2019 on elephant management, health and welfare
- Managed the transatlantic relocation of an African elephant
- Fundraised over $17,000 for improving the welfare of animals in Vietnam
- Fundraised 1.4 Million to relocate an African elephant from New Zealand to the US
- Worked with over fifty elephants around the world.

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Experience:

North Carolina Zoo

Animal Management Supervisor- Elephants

August 2014-Present

- Developed a comprehensive holistic behavior management program for 2.4 African elephants
- Assessed the elephant program and systematically made changes to operation, management, and diet to improve welfare, health and safety.
- Assessed facility design and functionality and made necessary changes to assist in management changes.
- Collaborated on seven health and welfare based research assessments to evaluate changes made to operation, management and diet on individual and herd welfare.
- Integrated the elephants to create more complex social groupings.
- Created a comprehensive staff proficiency development program from entry level to management training.
- Working to develop a high functioning team that prioritizes elephant welfare and utilizes progressive elephant management techniques.
- Analyzing human management strategies for effectiveness with individual team members
- Co-edited the Elephant Program Manual to reflect the changes in philosophy, management, and operation.
- Revitalized the Zoo's browse program
- Presented at AZA, ABMA, SEAZA , Jacksonville's Elephant Welfare Workshop, and Eastern Kentucky University's Living with Animals
- Member of the Weapon's Team trained on 375 and shot gun
- Active participant on the animal management team working collaboratively to implement changes to our various welfare initiatives.
- Received specific recognition during AZA inspection for the changes made to the elephant program
- Consistently scored "Exceeds Expectations" on reviews.
- Currently co-organizing several elephant welfare and management workshops

Vietnam Elephant Initiative Co-Founder

Animal Welfare Management Advisor: Project Manager

April 2014-Present

- Engaging with international zoos, sanctuaries, rescue centers, welfare organizations and government entities to improve animal welfare
- Advisor to the Dak Lak Elephant Conservation Center, assisting with facility design, captive elephant management, and wild elephant conservation.
- Developing strong ties in the community with elephant owners and mahouts to develop alternative elephant friendly management and tourism.
- Animal Welfare Advisor to Hanoi Zoo, Hanoi Wildlife Rescue Center, Vinpearl Safari Park and Saigon Zoo
- Assisting Vinpearl Safari Park develop a protected contact elephant program using positive reinforcement training to improve elephant welfare, which will be the first zoo in Vietnam to switch to protected contact.
- Staff capacity building on animal management, husbandry, training, enrichment, policies, and procedures.
- Worked with staff to develop empathy for animals.
- Conducted welfare assessments at Hanoi Zoo, Hanoi Wildlife Rescue Center, Vinpearl Safari Park, and the Elephant Conservation Center.
- Co-organized several behavior, training, and welfare workshops with various government officials, NGO's, elephant owners and zoo personnel.
- Fundraised $17,000 for improving animal welfare
- Maintain a budget for various aspects of the project.
- Staff capacity building with training, enrichment, and socialization for a variety of species such as macaques, lions, tigers, asiatic black bears, gibbons, sloth bears, porcupines, king cobra, civets, binturong, slow lorises, pheasants, ostrich, leopard cats, clouded leopard, elephants, and hippos

***Experience** continued:*

Franklin Zoo and Wildlife Sanctuary, NZ

Consultant-Elephant Project Manager

September 2012-March 2014

- Created a protected contact elephant management program including positive reinforcement training, enrichment, staff development, policies, procedures, protocols, facility modification, facility maintenance, and weapons team development.
- Created a dynamic team of elephant keepers focused on animal welfare, integrity, and transparency.
- Managed the entire elephant relocation including assessing potential facilities, permit acquisitions, liaising with different facilities and governing officials in New Zealand and the US, transport logistics, elephant welfare protocols, and contract negotiations.
- Consulted with the San Diego Zoo regarding the transition, care, and introduction of the elephant.
- Managed the daily care, enrichment, training of several species of primates, birds, and hoofstock for national and international disposition.
- Conducted welfare assessments and implemented management changes for animals under our care.
- Utilized resources found at the zoo to modify enclosures to address health or behavior concerns.
- Collaborated with several other zoological institutions, government officials, contractors, volunteers, and media in order to successfully relocate 0.1 African elephant in under one year along with the other animals in the zoo.
- Assisted in fundraising 1.6 million for the elephant transport
- Trained staff to utilize operant conditioning for daily management of the animals.
- Worked with staff to train voluntary crating for several species including capuchins, emus, zebra, pig-tailed macaque, marmosets, kea, spider monkey, lemurs and an elephant.

Busch Gardens Tampa Bay

Senior Animal Care Specialist

April 2011-November 2012

- Integral part of the management team that cared for 0.5 Asian elephants in a protected contact management system.
- Created staff development program to assist new trainers to safety learn to work with elephants.
- Part of a dynamic team focused on individual welfare of elephants, herd dynamics, program evolution, and team development.
- Critical role in several husbandry procedures including a hymenectomy, two artificial inseminations, standing sedation, wound care, and foot care specialist.
- Excellent guest experiences through various behind the scenes tours and daily keeper/elephant interactions.

Tampa's Lowry Park Zoo

Animal Care Manager- Elephants & Rhinos

April 2010- April 2011

- Hired to restore their AZA accreditation in under eight months.
- Created an Elephant Husbandry Manual that exceeded AZA expectations and received special recognition from AZA inspectors in the report.
- Transported 1.0 elephant from Montgomery Zoo, Alabama.
- Trained 2.3 elephants in all required USDA and AZA required behaviors including trunk washes, blood draws, foot care, husbandry, introductions, herd management.
- Managed an evolving team of new trainers to care for a breeding herd of 2.3 African elephants, 2.3 white rhinos, 2.3 Grevy's zebra, and 1.4 impala.
- Created training and enrichment programs for all species under my management.
- Developed an intern program.
- Served as AZA Institutional Representative for elephants, equine, and Grevy's zebra.
- Duty Supervisor for the entire zoo and part of the weapon's team.

Experience continued:

San Diego Zoo Global- Safari Park

Senior Keeper

1/2005-4/2010

- Critical member of a dynamic team which cared for a complex breeding herd of up to seventeen African elephants as well as six geriatric Asian elephants.
- Experience with all the health issues associated with those various stages, medical procedures, medical testing, husbandry, births, euthanasia, imports, and exports.
- Assisted with in situ and ex situ research projects.
- Participated in seven births and hand reared one calf to three months.
- Aided in the transport of 2.3 elephants.
- Trained new staff operant conditioning, enrichment, complex herd dynamics, and use of heavy equipment.
- Served on the Zoo's Enrichment Team
- Made the daily operation plan in the absence of the Lead elephant keeper.

Project Wildlife, CA 6/2008-4/2010

Volunteer Behavior Team Leader and Co-founder

- Co-founded the Behavior Team designed to teach other volunteers responsible for ambassador animals how to provide better welfare for the animals in their care.
- Trained a variety of education ambassadors for voluntary crating, shifting, and basic health care needs.
- Provided operant conditioning and enrichment workshops
- Provided in home assessment of animal welfare, animal training for husbandry and program needs for a wide variety of small mammals and birds such as foxes, raccoons, opossums, squirrels, rabbits, sea birds, raptors, and parrots.
- Cared for 1.0 California ground squirrel in my house while he was trained to be an ambassador animals for programing.

SeaWorld, CA 5/2004-9/2004

Seasonal Associate Trainer

- Maintained behaviors with Atlantic bottle nosed dolphins, common dolphin, California sea lions and Asian small clawed otters.
- Daily diet prep for dolphins, sea lions, otters, and killer whales.
- Ensured areas were maintained to AZA and USDA standards at all times.
- Safety spotter for the dolphin interaction program

Walt Disney World, FL 1/2002-7/2002

Aquarist Intern

- Daily diving to feed the fish, turtles, sharks and rays in the main habitat at Epcot.
- Maintained operant conditioning established with various groupers, rays, and sharks.
- Maintained the various aquatic systems from small half gallon tanks to the main 5.7 million gallon tank.
- Maintained the aquatic system at Shark Lagoon and the Coral Reef Restaurant.
- Performed daily education programs for guests.

Project Pathways 5/1999-9/2001

Move Manager

- Logistical manager for staff relocation which included ensuring continuous work productivity for relocated employees by organizing the breaking down of their work station on Friday, moving all of their equipment to the new station, and having their new station fully operational Monday morning.
- Organizing the transfer of phones, computers, files, and other equipment.

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Presentations/Publications:

- *Saving Vietnam's Elephants* presented at Living with Animals, Eastern Kentucky University, March 2017
- *Managing Elephants* presented at Vietnam's Elephant Welfare Workshop, Buon Ma Thuot, Vietnam January 2017
- *Fear and Decision Making* presented at AZA Conference, San Diego, CA Sept 2016
- *Improving Animal Welfare in Vietnam*, Animal Behavior Management Alliance, Tampa April 2016
- Holistic Approach to Elephant Management Poster, Animal Behavior Management Alliance, Tampa April 2016
- Ivory, E, Kendall, C Dr. (2016) *A Holistic Approach to Elephant Management: Integrating Health, Behavior, and Research*
- *The Key to Animal Welfare: Behavior* presented at the South East Asia Association of Zoos and Aquariums, Jakarta Indonesia, November 2014
- *Behavior Management* presented at the South East Asia Association of Zoos and Aquariums, Jakarta Indonesia, November 2014
- *The Key to Animal Welfare: Behavior* presented at the China's Association Zoological Gardens Directors Meeting, Shanghai, China May 2014
- *Behavior Management* presented at the China's Association Zoological Gardens Directors Meeting, Shanghai, China May 2014
- *Elephant Politics* presented at Human- Elephant Relations in South Asia: A Multidisciplinary Symposium, University of Canterbury, NZ May 2013. Collaborating on a compilation of all presentations.
- *Elephant Management; Past, Present, and Future* at the 2013 launch of the Seminar Series presented by the Zoological Society of Auckland.
- Presented as part of the Elephant Workshop held at the 2008 ABMA Conference in Phoenix, Arizona.
- Ivory, E., Andrews, J., (2008) Training Lateral Recumbency in Protected Contact Using Positive Reinforcement Operant Conditioning with African Elephants (Loxidonta africana). The Animal Behavior Management Alliance 2008 Annual Conference Proceedings, Phoenix AZ.

References:

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