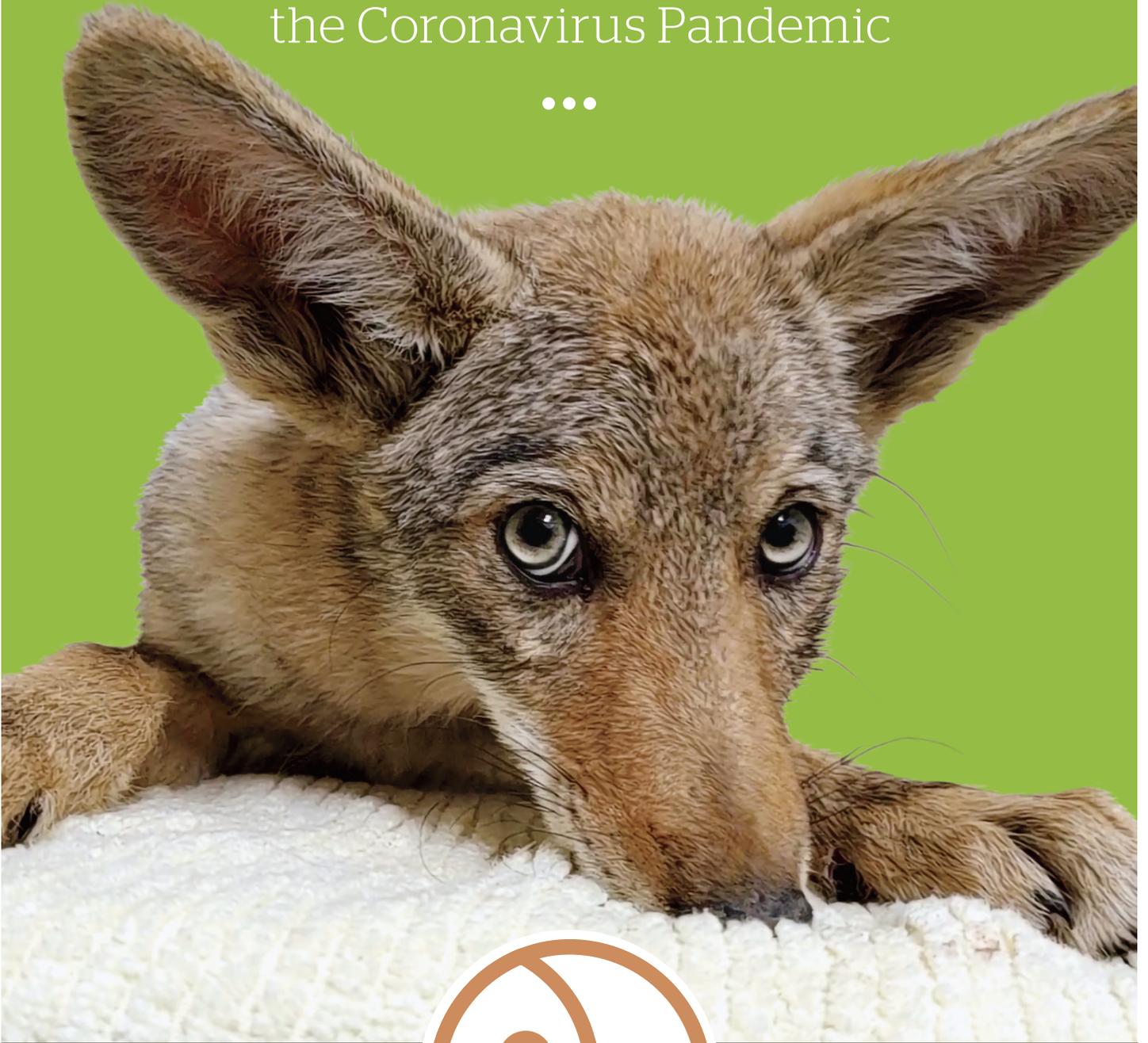


2020

CONTINUING OUR MISSION THROUGH ADVERSITY:

Lindsay's Response to the Coronavirus Pandemic



Lindsay **Wildlife** Experience



Dear Friends of Lindsay,

So much time has passed since Lindsay Wildlife Experience closed to the public due to the COVID-19 virus. While many organizations are naturally struggling during this unprecedented time, I'm happy to report that, with the unflinching and enthusiastic support of our Board of Directors, volunteers, staff, partners and the public, our organization has responded well to the sudden challenges. Though we long for the return of our volunteers and visitors to our facility, we are prepared to continue fulfilling our mission through the use of technology and a massive dose of creativity.

These past few months have shown us again that Lindsay is a beloved local organization, amply demonstrated by the outpouring of support, donations, letters, and responses to our appeals. You are helping us achieve the near-impossible dream of maintaining important parts of our mission such as saving the lives of local wildlife and taking care of our animal ambassadors while adapting to changing conditions and finding new and creative ways to meet the needs of our community. Frequent communication through our weekly e-newsletter and daily updates through our social media outlets allow us to stay in touch with you, learn about your needs, and jump into action to continue saving and rehabilitating animals.

While we cannot predict how our society will look once the pandemic is under control, we firmly believe that our relationship with wildlife will continue to be an essential part of our future. We have a clear vision of what that relationship should be, and we're developing ways to share this vision with you in new and exciting ways.

The faith in Lindsay that our community has demonstrated has proven critical to keeping our organization intact in the face of crisis. Your unflinching support provides hope that we can emerge even stronger than before. While the story of the pandemic is far from over, the accomplishments Lindsay Wildlife Experience has achieved in the face of immense challenges make me proud to share the enclosed report with you.

With sincere appreciation,

Dr. Carlos L. de la Rosa
Executive Director



**DR. CARLOS L.
DE LA ROSA**
EXECUTIVE DIRECTOR

TAKING CARE OF OUR STAFF

OBTAINED A PPP LOAN TO GUARANTEE SALARIES AND BENEFITS THROUGH THE TRANSITION.

•••

SET STAFF UP TO SUCCEED DOING WORK FROM HOME.

•••

PROVIDED REGULAR UPDATES ON EXPECTATIONS AND PROJECTS, AND OFFERED SUPPORT FOR FAMILY ISSUES.

•••

ADJUSTED WORKLOADS AND PROVIDED OPPORTUNITIES TO DO MEANINGFUL WORK FOR THOSE WHOSE DEPARTMENTS SUFFERED THE MOST IMPACT.



Friday the 13th

THE DATE WAS MARCH 13, A FRIDAY. The writing was on the wall. We expected an announcement by the Contra Costa County health authorities about the measures we needed to take to address the full arrival of the COVID-19 virus. We realized our first priority would be to protect our staff, our volunteers and the public while also ensuring our animals would continue to receive the world-class care we are known for.

As the few present visitors left the building around noon, we closed our doors, put a hurriedly printed CLOSED sign on the front doors, and called our staff. Preparations began in earnest. We had barely a few hours to pack office computers, files, essential personal items, and say some hasty goodbyes before leaving the building for perhaps a few weeks or months. We made decisions about the continued care of our resident animal ambassadors and the patients in the wildlife hospital. At around 6 pm, we locked our doors and, without realizing it at the time, wholly entered a new world.

There were a considerable number of things to do in the next few days. We sent notifications to all our clients and partners, postponed many scheduled programs, field trips, meetings, presentations, and other activities. The logistics of closing the building to our volunteers was hugely complicated. Could we continue to care for animal patients being at the threshold of the summer orphan/injured baby season? How could we

do this without our hundreds of volunteers? What's going to happen to our staff that can't come to work? The questions only seemed to multiply.

But at the end of this fateful Friday when most of us should have been looking forward to a weekend of relaxation and time with family and friends, we faced instead an uncertain future, unable to predict how long this situation was going to last.

I walked around the exhibit hall late that afternoon, turning off lights, checking and locking doors, and taking one more look at our animal ambassadors tucked in their mews ready for the night. I stood by the front door and looked at the empty and darkened hall, wondering when it would be filled again with the hordes of small children and their parents, grandparents, or nannies, interacting with our volunteers and our youth, marveling at the closeup views in the Wildlife Hospital Behind the Scenes theatre, or behind the big windows in the Animal Activity Area, or playing with our interactive exhibits.

I knew communication was now the main focus and would allow us to keep our whole, diverse community connected and working together as one. We initiated daily lead team meetings (directors and managers of departments) to discuss immediate, urgent, and medium-term vital actions. We began setting people up to be able to work from home and reassigning several staff members to work across departments. The Guest Experience staff started working with the Development Department in building and implementing a rapid response fundraising strategy. Education staff frequently met first to address the diversity of programs that needed to be canceled or rescheduled, and then begin the transformation of programs towards an online, virtual modality. There were myriad details to be considered: equipment, computers, bandwidth for video conferencing, assignments, and the specter of a massive overload of work now that our volunteers were not able to work onsite with us. By the end of March, we had a strategy, the beginning of a major fundraising campaign (the Love for Lindsay Wildlife Campaign), and a series of ideas for continuing our mission and perhaps even thriving in these times of trouble. ●



EMPTY EXHIBIT HALL

CYPRESS RESTING IN BOX

Doing the Lindsay RAP (Regroup, Adapt, Produce)

HOW IS THE EPIDEMIC AFFECTING OUR ANIMAL AMBASSADORS AND OUR LOCAL WILDLIFE?

Well, our ambassadors would tell you that things sure are different. Where are the people? Where are the running and curious kids? Where are the smiling faces of the blue-aproned volunteers who care for us, feed us, take us outside, and talk to us in soft voices? They'd tell you that they love their keepers and their efforts to maintain routines, training, meals, and time outside, all done with a personal touch. Even the veterinary rechecks that are oh so scary but make you feel so good afterward are still happening. They'd tell you that they are being patient and that they await the return of the people who make their life at Lindsay so enjoyable.

A car pulls up to the Lindsay wildlife hospital's gate. The gate is open, so the car drives into the parking lot. A blue-masked person carries a box with eight juvenile opossums found orphaned after a dog killed their mother. At the end of the parking lot, there are signs on the door directing the rescuer to an outside drop-off area. Clear instructions guide the delivery of the little opossums. There's a new box with a clean towel, a blue card to write intake information, and an envelope for leaving a donation. The instructions say to ring the bell at the door and go. The car pulls out of the parking lot, and the hospital staff jumps into action, picking up the opossums and taking them to the examination room for the usual thorough triage.

This sequence happens a dozen times a day, some days more, others less. Wash, rinse, and repeat. It is the life of the wildlife hospital seven days a week. At the wildlife hospital, between Saturday, March 14, our first day of lockdown and Wednesday, March 18, we received 30 injured or orphaned animals. These included—to the music of the new international "hit" *The 12 Days of Coronavirus*... – six Mourning Doves, five Virginia opossums, four Eastern fox squirrels, four Anna's Hummingbirds, two Great Horned Owls, two Hermit Thrushes, and one each American Crow, California Scrub Jay, Common Raven, Mexican free-tailed bat, gray fox, Barn Owl, and Northern raccoon. OK, the song doesn't quite work at the end, but what the heck. And we had several patients already, including a juvenile Bald Eagle, two raccoons, an opossum, and other birds. Oh, and our bunches of feeder and breeder mice. It takes about 10 hours for a crew of 3 to 4 people to care for all these

animals at the hospital, and a similar amount of time to care for the animal ambassadors. And that was just the first week of closure!

In another section of the building, you can hear Red, the Red-Tailed Hawk, calling in her insistent way along with the occasional flapping of wings. Instrumental music plays from a speaker creating a peaceful mood in the exhibit hall. The animal keepers come in and out of the building, going from Raptor Redwood Grove to the aviaries to the Animal Activity Area where our raptors go for a bit of recreation and to take the occasional nap or bath. Voices and calls echo in the tall-roofed hall. The animal ambassadors continue to receive their daily care. Their routines are as intact as possible, and their training is regular to keep them physically active and their minds sharp.

Our core staff is learning to do a full set of shifts at the wildlife hospital and caring for our resident animal ambassadors without the fantastic help of our volunteers. It makes for arduous work, but slowly, the new routines begin to settle in and become more efficient. Not a day goes by when we don't miss our volunteers, their smiles, their dedication, their attention to detail, and their generosity. Right now, every staff person on a 3 or 4-day shift (we're trying not to overlap) pitches in on all the chores. The most experienced handlers do the core husbandry and training of resident ambassadors. The least experienced carry on with food preparation, laundry, cage, enclosure, mews and aviary cleaning, pulling medicine and trash detail. There is data entry, record keeping, processing of intakes, and the now never-ending hand washing and disinfecting surfaces. But at any time, anyone can be preparing food, or taking out the trash, or even making coffee for the others. We found the best possible balance to an impossible situation: a combination of strategies that keep our volunteers and our visitors safe, our staff protected, and our animals happy, all while continuing to fulfill our mission of serving the community by caring for wildlife.

Can we sustain all of this? So far, we can. As spring starts to turn into early summer, things may change, and we will be prepared. There is no shortage of ideas, energy, and willingness to adapt. ●

TAKING CARE OF OUR ANIMALS

CONTINUED TO RECEIVE PATIENTS AT THE HOSPITAL.

...

ARRANGED FOR HOMECARE WITH VOLUNTEERS AND WORK-FROM-HOME STAFF FOR ABOUT 25% OF ANIMAL AMBASSADORS TO REDUCE WORKLOAD FOR CORE ONSITE STAFF.

...

DESIGNED AND IMPLEMENTED "HANDS-OFF" DROP-OFF AREA FOR HOSPITAL PATIENTS TO ELIMINATE CONTACT BETWEEN THE PUBLIC AND STAFF.

...

INCREASED HOTLINE EFFORTS TO HELP THE PUBLIC MAKE BETTER DECISIONS ABOUT INJURED OR ORPHANED ANIMALS.

...

INCREASED HOMECARE LOCATIONS FOR REHABILITATION PATIENTS.



ANIMAL DROP OFF AREA

TAKING CARE OF OUR VOLUNTEERS

SUPPORTED THE SHELTER IN PLACE RECOMMENDATIONS FOR OUR VOLUNTEERS IN ORDER TO PROTECT THEM AND STAFF.

...

OPENED UP OPPORTUNITIES TO SUPPORT LINDSAY FROM HOME THROUGH HOTLINE WORK, HOMECARE, AND INVOLVEMENT IN OUR FUNDRAISING CAMPAIGN.

...

EXPANDED THE VOLUNTEER HOTLINE OPERATIONS.

...

CONTINUED TO OFFER TRAINING PROGRAMS DELIVERED ONLINE (SOME STILL UNDER DEVELOPMENT).

...

MAINTAINED CONTINUITY OF MEETINGS, AND SOME EDUCATION PROGRAMS SUCH AS EXPERT PRESENTATIONS DELIVERED VIA ZOOM.

HOSPITAL STAFF IN TREATMENT ROOM

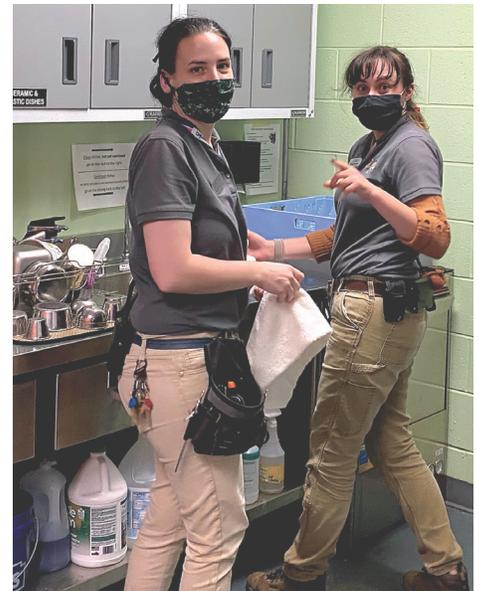
ANIMAL ENCOUNTER WORKERS



SIP, PPP, PPE, CCHS, and the New Pandemic Language

AS WE PROGRESSED IN OUR PLANNING AND SOUGHT TO STAY UP TO DATE WITH THE CONTRA COSTA HEALTH SERVICES (CCHS) RECOMMENDATIONS—OUR PRIMARY SOURCE OF GUIDELINES AND LOCAL MANDATES—WE BECAME THOROUGHLY FAMILIAR WITH THE NEW LANGUAGE OF THE PANDEMIC. The county established a Shelter in Place (SIP) policy that we began to enforce as much as possible. We determined who our Essential Employees (EEs) were and drafted letters for them to carry in case they were stopped by any authorities, something that hasn't happened yet. We placed orders for Personal Protective Equipment (PPE) appropriate for our situation, including masks, gloves, sanitizer stations, and portable dispensers. And we started to implement social distancing measures (SDMs) as much as possible.

One hugely important element was securing funding offered by the Treasury Department through the Payroll Protection Program (PPP), a life-saving economic device (a forgivable loan under certain conditions) to support organizations and businesses from the immediate impacts of the



closures. The implementation on the part of the banks was extremely complicated, mostly because of the novelty of the program and the unimaginable scale. One of our financial advisors mentioned to us that they had received more loan applications in 14 days that they had processed in 14 years. Our Board financial representatives and our admin staff worked feverishly to take advantage of this opportunity, and they succeeded in getting Lindsay the loan before the funds ran out. This was an important milestone for our organization. It guarantees the integrity of our staff, payroll, and benefits until the end of June. ●



A New Lindsay Starts to Emerge

OUR DEVELOPMENT DEPARTMENT DESIGNED AND IMPLEMENTED THE RAPID-RESPONSE LOVE FOR LINDSAY WILDLIFE CAMPAIGN, CREATING THE MOST COMPREHENSIVE SET OF FUNDRAISING STRATEGIES THAT THE ORGANIZATION HAS EVER SEEN AND DOING IT IN RECORD-SETTING TIME. A special Campaign Fundraising Committee was established, composed of staff, board members, advisors, volunteers, and partners to implement the first goal: to raise \$250,000 by the end of June. At the time of this writing, we're well on our way to meet and exceed this goal!

Simultaneously, the Communications team led a massive transformation of our leading publication, our *Wildlife Wonders* magazine. Published quarterly until now, this printed magazine has become the weekly *Wildlife Wonders* e-newsletter, and is filled with feature articles, short entries from every department, engaging information, links to videos, and more. It is our hope that this magazine will expand our reach to audiences around the world.

Additionally, we also created what is likely to become the most exciting communications piece for Lindsay: Lindsay Wildlife Studios. Racing from concept to reality, Lindsay



Wildlife Studios is our production branch for online video content, organized in channels to reach specific audiences, including children, adults and families. Imagine being able to enjoy online every available program offered by Lindsay. The programming will include close-up animal ambassador encounters, amazing presentations by conservation icons, researchers, and naturalists, youth programs, behind the scenes adventures in the Wildlife Hospital, the return of rehabilitated wildlife back to nature, specialized training courses for volunteers and veterinary students and technicians, and much more. ●

TAKING CARE OF OUR COMMUNITY

CONTINUE TO PROVIDE INJURED ANIMAL CARE AT THE HOSPITAL AND VIA OUR HOTLINE.

EXPANDED OUR WILDLIFE WONDERS MAGAZINE TO A WEEKLY ELECTRONIC NEWSLETTER.

ACTIVELY INVESTED IN DESIGN OF PROGRAMS THAT CAN BE DELIVERED ONLINE, INCLUDING THE CREATION OF LINDSAY WILDLIFE STUDIOS.

DISCUSSED WITH CITY EXPANDING OPPORTUNITIES FOR OUTDOOR PROGRAMMING AT LARKEY PARK.

CONTINUED TO PUT THE SAFETY OF OUR COMMUNITY AS A PRIMARY GOAL, CLOSING OUR DOORS TO VISITORS AND MAINTAINING STRICT SOCIAL DISTANCING MEASURES.

OUR STAFF KEPT IN CONTACT WITH OUR YOUTH VOLUNTEER OWLS AND KITS VIA ONLINE MEETINGS AND EMAIL.

DEVELOPED ONLINE TRAINING PROGRAMS DELIVERED BY OUR EDUCATION TEAM.

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The Future of Lindsay Wildlife Experience

WE HOPE THAT WHILE OUR COLLECTIVE HUMAN ENDEAVORS AROUND THE WORLD HAVE HIT THE PROVERBIAL “PAUSE” BUTTON, WE WILL TAKE THIS MOMENT AS AN OPPORTUNITY TO REFLECT, ANALYZE, AND CONSIDER MAKING SOME SIGNIFICANT CHANGES TO THE WAY HUMANS TREAD ON THE LANDSCAPE. Globally, this means conserving, restoring, and protecting our natural ecosystems as they are the holders of our future resources, medicines, foods and materials. Locally, it means giving more value to our beautiful natural ecosystems, not just as places to develop and resources to exploit, but as integral parts of our well-being as a species. Healthy soils, clean air and water, flourishing ecosystems and wildlife, and thriving human communities increase our quality of life. Lindsay will be there to provide an avenue for learning, experiencing wildlife and incorporating a healthy relationship with nature in our everyday life.

I'm sitting today in my office at Lindsay, soft soothing music

playing over the speakers in the empty exhibit hall, which is devoid of people but filled with the sounds and life force of our animal ambassadors and the calming words of their caretakers. Down the hall, through the darkened Behind the Scenes theater, four dedicated staff members prepare the morning routines for our current patients: an eagle, a couple of opossums, a raccoon, several squirrels, hummingbirds, and other animals. At a time when everyone should be sheltering-at-home and waiting for the viral storm to lose its exhausting claw-like grip on society, they are here, caring for our animals, part of the “essentials,” the helpers. Essential personnel are those workers at hospitals, elderly care homes, restaurants, grocery stores and farmers markets, pharmacies and factories, police and fire stations, soup kitchens, and homeless shelters. These places are all staffed by people that have made the career choice to serve society in various ways, often through their work at nonprofit organizations. Wildlife hospitals, zoos, and museums also play essential roles in society, providing critical services in wildlife care, education, and preserving the knowledge and artifacts of our history and our planet. How can we support them at a time when life and death decisions rightfully absorb our attention and stretch our resources?

As seen from satellite images, our skies show a marked improvement in air quality since the pandemic forced humanity to shelter in place. Just a little pause in our mad, mindless, human

**EXTERIOR LINDSAY WILDLIFE EXPERIENCE****BABY WOODPECKERS**

rush has already helped the Earth heal just a little bit. How else can we harness this moment to make even more healing possible for the planet's ecosystem?

Our community will grow stronger through this calamity. We see many examples of humanity at its best: altruism, selflessness, dedication and philanthropy. The value of our organization and others like us extends beyond our local geography and our immediate circles. Your support of Lindsay will make ripples across our society, inspiring and encouraging others to look out for their nearest neighbors and overcome the challenges that society faces today.

Being a good neighbor means protecting and supporting the institutions that make our communities great. Your support for Lindsay also supports the nature that surrounds us.



It would not have been possible for Lindsay Wildlife Experience to demonstrate such a nimble, graceful, decisive response

to the COVID-19 crisis if we had not already had a solid financial base of support from our most dedicated donors, sponsors, and funders. Because our organization entered the crisis with sound finances, including reserve funds, good financial management and oversight, well developed accounting protocols, and other well-established administrative, communications, and programmatic systems, we have been able to pivot and smoothly retool our activities. I want to take this moment to thank you for the long-term, dedicated commitment you have shown our organization. Thank you for believing in us and for enabling us to be strong enough to weather this storm.

I am very eager to share more details about the specific steps we are taking to stay strong as the closure continues and to plan carefully for what new initiatives we want to have ready to launch when it becomes possible for us to open our doors to the public once again.

Thank you for believing in Lindsay Wildlife Experience. ●



EMPTY EXHIBIT HALL

EXTERIOR LINDSAY WILDLIFE EXPERIENCE

EMPTY HOSPITAL CORRIDOR

RATTLESNAKE PATIENT RECUPERATING



Lindsay
Wildlife
Experience

Lindsay Wildlife Museum
1931 First Avenue
Walnut Creek, CA 94597-2540

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U.S. POSTAGE
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WALNUT CREEK CA
PERMIT NO. 525

GREAT HORNED
OWLET



Donations to the Love for Lindsay Wildlife campaign will help ensure that Lindsay continues to provide pioneering care for sick and injured California native species and other wild animals. **Thank you for supporting Lindsay Wildlife Experience.**



Love for Lindsay
WILDLIFE CAMPAIGN

Donate Now!

lindsaywildlife.org/loveforlindsay