

## GORILLA DEATH INVESTIGATION - FREQUENTLY ASKED QUESTIONS

### INCIDENT AND INVESTIGATION-RELATED

Question	Answer
<p>What do you mean by ‘struck’?</p>	<p>In this context, "struck" means the gorilla came into contact with a hydraulic door with sufficient force to cause injury.</p> <p>Essentially, the door closed while ‘Eyare’ was in its path, leading to a collision that resulted in life-ending injuries.</p>
<p>What do you mean by ‘human caused’?</p>	<p>In this context, a "human-caused death" refers to an animal's death that results from actions or errors made by people, either directly or indirectly.</p> <p>Essentially, the human involvement or actions were a direct factor in the event leading to the animal's death.</p>
<p>Did you do an investigation?</p>	<p>Yes, as is our process for any unexpected animal death, we began an investigation immediately into the incident including a review of our hydraulic doors by internal and external experts, testing by our Building Operations, Animal Care, Health &amp; Welfare team, and our Environment, Health &amp; Safety team. We conducted interviews with staff directly involved in the incident, along with our veterinary team and the Animal Care team. We took the additional step of asking our representative on Association of Zoos and Aquariums (AZA) Gorilla Species Survival Program to provide an external viewpoint.</p> <p>The investigation focused on what happened, how it happened, if equipment was working correctly at the time of the incident, if our processes and policies were followed, and if human error was a factor.</p> <p>The purpose of this review and its findings is to prevent future incidents, drive continuous improvements of our animal care processes, and reinforce our commitment to the highest standards of animal well-being.</p>
<p>Why didn’t you release these findings right away?</p>	<p>As part of our commitment to transparency with our community, we shared the devastating news of Eyare’s passing within 4 hours of it happening and committed to</p>

	<p>reporting back once a comprehensive investigation was undertaken.</p> <p>Beginning immediately after the time of death, a comprehensive investigation commenced, including reviews done by internal and external experts and interviews with staff directly involved in the incident: hydraulic door testing by our Building Operations/Animal Care, Health &amp; Welfare teams, our Environment, Health &amp; Safety team, members of the AZA primate community and our veterinary team.</p> <p>The investigation focused on what happened, how it happened, if equipment was working correctly at the time of the incident, if our processes and policies were followed, and if human error was a factor. The purpose of this review and its findings is to prevent future incidents, drive continuous improvements of our animal care processes, and reinforce our commitment to the highest standards of animal well-being.</p> <p>We shared the results of the comprehensive investigation as well as the corrective actions we would be taking as soon as the investigation was completed. This investigation was the first phase of many ongoing reviews and actions we'll be taking in the weeks and months ahead.</p>
<p>How fast do hydraulic doors move?</p>	<p>Hydraulic doors generally move slowly and steadily to ensure control and safety:</p> <ul style="list-style-type: none"> <li>○ The speed of movement is carefully calibrated, especially in zoo environments where the doors are designed to manage large, strong animals.</li> <li>○ Our teams are trained on how to operate these doors.</li> <li>○ The door was partially closed as the staff member was preparing for an animal training session. The wrong door was mistakenly activated.</li> </ul>
<p>How did the veterinary staff get there so quickly?</p>	<p>Members of the Veterinary team were already onsite as they were participating in the planned animal training session. When the tragic incident occurred, they were able to perform life-saving measures within minutes.</p>
<p>How is the gorilla care team doing?</p>	<p>The gorilla care team is deeply devastated by this loss. They are supporting one another through this incredibly difficult</p>

	<p>time, and we are providing both internal and external resources to help navigate their grief.</p> <p>We recognize that, while we take the time we need to mourn and heal, the well-being of our people is essential. It directly impacts the care and well-being of the animals we are entrusted with.</p> <p>We are providing our staff with the tools, resources, and support they need to succeed in their roles, knowing that their well-being is at the heart of ensuring the continued well-being of the animals in our care.</p>
How often do these tragic accidents occur in AZA accredited facilities?	We consulted with our AZA colleagues about animal deaths involving hydraulic doors and determined these tragedies are extremely rare. The last time this was reported was in 2014 at San Francisco Zoo, also with a juvenile gorilla.
What kind of training do gorilla care givers receive on hydraulic door use?	To be able to use the hydraulic doors designated for animal use anywhere at the zoo or at the Archibald Biodiversity Centre, our staff undergo extensive training (days to weeks).

### GORILLA TROOP RELATED

Question	Answer
How old was 'Eyare'?	She was two years old. 'Eyare' was born at the Wilder Institute/Calgary Zoo in April 2022 to 'Dossi' (Dam) and 'Jasiri' (sire).
How many western lowland gorillas does the Wilder Institute and Calgary Zoo have?	6: Jasiri (24, male), Zuri (26, female), Kioja (22, female), Dossi (22, female), Yewande (15, female), Okabe (1, male).
How long do western lowland gorillas live?	In the wild, a gorilla's lifespan is 35-40 years, but they often live longer under human care sometimes for over 50-years.
What was 'Eyare' like?	She had a playful and curious spirit and was a joy to work with.
How is the troop doing?	Each troop member is experiencing this loss in their own way. We are observing they are not demonstrating their normal behaviours, for

	example they are quieter than usual, but they are eating which is a positive sign.
How is her mom ('Dossi') doing?	<p>For the first few days following the tragic accident, we observed that 'Dossi' was isolating from the troop and vocalizing, which is consistent with grieving behaviour.</p> <p>Our dedicated Animal Care, Health &amp; Welfare team continue to closely monitor Dossi and the troop and Dossi is receiving the social support she needs from the troop as they have strong, social bonds.</p> <p>As a whole, the troop are choosing to participate in scatter feeds and are eating, which are positive signs that we look for while they navigate this loss together.</p>

**GENERALLY**

<i>Question</i>	<i>Answer</i>
Why can't gorillas raised in zoos be returned to the wild?	Gorillas born into a zoo environment lack the survival and social skills to survive and thrive in wild spaces.
What is gorilla IUCN status?	Western lowland gorillas are considered to be Critically Endangered by the ICUN.
Why are the western lowland gorilla and the Cross River gorilla threatened?	Both the western lowland gorilla and the Cross River gorilla are threatened by bushmeat hunting and habitat loss.
What kind of gorilla conservation work does the Wilder Institute/Calgary Zoo do?	<p>The Wilder Institute/Calgary Zoo is involved in several gorilla conservation initiatives locally and globally including:</p> <ul style="list-style-type: none"> <li>• Species Survival Programs – We participate in the gorilla Species Survival Programs (SSP) which guides the management of the gorilla population under human care at AZA accredited zoos to optimize their well-being.</li> <li>• Cross River Gorilla Initiative – The Cross River Gorilla is a Critically Endangered subspecies of the western gorilla. They live in small areas of</li> </ul>

	<p>highland forest that span the border of Nigeria and Cameroon. With the gorillas living in rugged forest areas and being cautious of human presence, it's been difficult for researchers to study their population and distribution. It is estimated that there are 300 Cross River gorillas at most in the wild, scattered across 11 groups in an area of 3000 square miles. In collaboration with the Nigerian Conservation Foundation, we are supporting a graduate scholarship programme hosted in the University of Calabar. We will support the next generation of conservation leaders in West Africa by supporting graduate students in conducting research relevant to the conservation of the Cross River gorilla. In addition, we have a partnership with the Centre for Biodiversity Conservation Research in Ghana to create knowledge sharing practices for successful community conservation initiatives.</p> <ul style="list-style-type: none"> <li>• Gorillas on the Line – A cell phone and small electronics recycling campaign dedicated to raising awareness and funds to support gorilla conservation through Gorilla SAFE initiatives.</li> </ul>
<p>How many human-caused animal mortalities has the zoo experienced over the last 10 years?</p>	<p>The Wilder Institute/Calgary Zoo has experienced 2 human-caused animal mortalities in the last 10 years: North American river otter (2016), and western lowland gorilla (2024).</p> <p>The Wilder Institute/Calgary Zoo cares for over 4,000 animals across more than 100 species through every season of their life from birth to death.</p> <p>Even one human-caused mortality is one too many. We have used each of these incidents to reflect and improve our operations and animal care practices.</p>
<p>Was polar bear, Baffin's, death human-error?</p>	<p>No, a necropsy revealed that 7-year-old polar bear, 'Baffin', died from drowning following a tracheal injury sustained during rough play in the pool with 8-year-old polar bear, 'Siku'.</p>