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November 24, 2015

To Whom it May Concern:

Thank you for your November 23, 2015, email regarding the unfortunate incident that occurred on Saturday November 21st 2015 at approximately 2:00 pm between one of your protestor colleagues and an employee of our facility.

We want to let you know that we at the Greater Vancouver Zoo regret the incident as the now disciplined employee acted on his own initiative contrary to our policies, protocols and practices.

We have already taken steps internally to ensure this does not happen again with your group, or any other group that may hold alternate views on the benefits of our area of the science and practice of zoology.

While we would take issue at the claim in your email that your protest was peaceful as the exceedingly loud noise created by your group contributed to sparking the incident and affecting disturbing behaviour with some of our animals, it was no excuse for our employee to ignore our policies and lose his discipline.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Jody Henderson", written over a horizontal line.

Jody Henderson
General Manager
Greater Vancouver Zoo