

Rhinos Interpretation – Empathy Script

GOOD/WITHOUT EMPATHY

Hi, I see you are looking at our rhinos. Do you have any questions?

Q: What kind of rhinos are they and how do you tell them apart?

A: These are our greater one-horned rhinos. It is actually really difficult to tell them apart, but that one has fuzzy ears and that one does not.

Q: Why don't they have any horns?

A: They actually do have horns, but they haven't grown in yet because they are still young.

Q: Is it too cold for them?

A: I don't think so, since their barn is heated. Animal care is our top priority here, so we always want to keep our animals comfortable. They also get warm showers too!

Q: Do they get along?

A: Yes, they do, because you can see how they are with each other and the keepers always observe how they are doing together.

Well, I will be around here if you have any other questions!

GREAT/WITH EMPATHY

Hi, I see you are looking at our rhinos. Do you have any questions?

Q: What kind of rhinos are they and how do you tell them apart?

A: So this is Glenn and Taj. They are our greater one-horned rhinos! They do look incredibly similar except I believe it is Glenn who has fuzzy ears. *[Put hands up to make fuzzy looking ears.]* Also, their personalities are a little different too. When Glenn first arrived, he was more shy than Taj and would follow Taj very closely, but he is not as shy anymore now that they have been here for a few months.

Q: Why don't they have any horns?

A: Well, do you see that little bump they have at the tip of their nose. That's actually their horn. It just hasn't grown in yet because they are both only two years old. Their horns are made of keratin, which is the same material that your fingernails are made of! Our fingernails just grow much faster.

Q: Is it too cold for them?

A: I don't think so because their indoor habitat is heated and it is always open for them when it is below a certain temperature outside (40° F), so they actually can make the choice whether or not they want to be outside. Animal care is our top priority here, so as much as we can, we like to give our animals agency. Other one-horned rhinos love spending time in the water, so that's why they always have access to the pool. They also get warm showers, which Taj and Glenn especially LOVE taking and like to spend a lot of time in! Actually, the keepers found out the water heater was broken once because Taj and Glenn wouldn't take a shower, so it was fixed immediately! Would you prefer taking warm or cold showers? *[Other person says warm!]* Yep, me too!

Q: Do they get along?

A: Oh yes! Taj and Glenn didn't know each other before they arrived, so the keepers gave them a chance to meet and establish a connection but would also give them their own space. During that time, even when they were in different areas, they would manage to sleep butt-to-butt or next to each other. The keepers let Taj and Glenn tell them when they were ready and that they wanted to be together.

Well, please let me know if you have any other questions – I will be around! Have a wonderful day at the zoo!