

REGIONAL DISTRICT OF CENTRAL OKANGAN

BYLAW NO. 1073

Being a Bylaw to amend the Regional District of Central Okanagan Prohibited Animal Bylaw No. 1028, 2003.

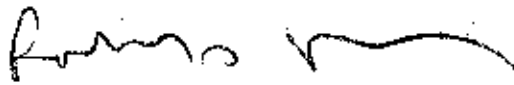
WHEREAS the Regional District of Central Okanagan has adopted Prohibited Animal Bylaw No. 1028, 2003;

AND WHEREAS an application has been made to revise Schedule "B" of said Bylaw;

NOW THEREFORE the Regional District of Central Okanagan in open meeting assembled hereby enacts as follows:

1. Schedule B (List of Recognized Facilities) shall be deleted in its entirety and replaced with a new Schedule B (List of Recognized Facilities) 2004.
2. This Bylaw shall come into full force and is binding on all persons as of the date of adoption.
3. This Bylaw may be cited as the "Regional District of Central Okanagan Prohibited Animal Amendment Bylaw No. 1073, 2004."

READ A FIRST TIME THIS	27th	DAY OF	September	2004.
READ A SECOND TIME THIS	1st	DAY OF	November	2004.
READ A THIRD TIME THIS	1st	DAY OF	November	2004.
RECONSIDERED AND ADOPTED THIS	1st	DAY OF	November	2004.

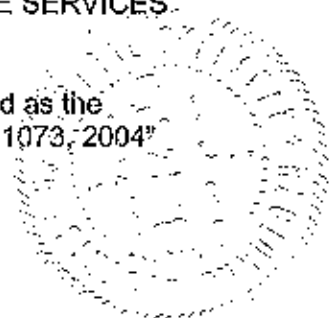
  
\_\_\_\_\_  
CHAIR

  
\_\_\_\_\_  
DIRECTOR OF CORPORATE SERVICES.

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 1073 cited as the "Regional District of Central Okanagan Prohibited Animal Amendment Bylaw No. 1073, 2004" as adopted by the Regional Board on the 1<sup>st</sup> day of November, 2004.

Dated at Kelowna, B.C.  
This 2nd day of November, 2004.

  
\_\_\_\_\_  
DIRECTOR OF CORPORATE SERVICES



### **Schedule B (List of Recognized Facilities) 2004**

The following list of facilities constitutes "recognized facilities" for the purposes of this Bylaw.

1. Croc Talk, consisting of the fourteen crocodilians described in the Croc Talk paper, date stamped September 20, 2004, housed in the facility described in that paper, cared for in a manner equivalent to that described in the paper and utilized only in the type of educational displays described in the paper.

August 24, 2004

Attn: Ms. Dianne McKeown, Branch Manager/CAC Chair  
BC, SPCA, Kelowna Branch  
3785 Casorso Road,  
Kelowna, BC, V1W-4M7  
250-861-7722



**Re: Facility Status for "Croc-Talk", Kelowna, BC**

Dear Ms. McKeown and CAC Board Members,

"Croc-Talk", a local business owned by Mr. Doug Illman and myself, is seeking your support in the form of a letter to the Regional District of the Central Okanagan for our business to receive Recognized Facility Status.

The attached document provides a comprehensive overview of the operational procedures at our business which we trust will supply the necessary information to gain your support.

"Croc-Talk" is an educational-based business which has been licensed in the City of Kelowna since 2002. We have experienced steady growth in demand for our programs and are committed to growing our business while ensuring the highest, most humane standards of care for our crocodilians. Our long-term plans include the development of a world-class eco-tourism facility that will open in stages over the next several years.

In order for our existing business to move forward in the planned expansion efforts, we require that the Kelowna SPCA write a letter of support or recommendation to the Regional District of the Central Okanagan, that we ("Croc-Talk") be granted Recognized Facility Status. Here is our formal request:

Would you please provide a letter to the Regional District of the Central Okanagan, recommending that: under the RDCO bylaw #1028, the Kelowna Branch of the SPCA supports (or recommends) that "Croc-Talk" be granted Recognized Facility Status.

Please address the letter to Mr. Kelly Roth of the RDCO, with a copy to Mr. Illman and Ms. Bruce of "Croc-Talk".

We look forward to your support.

Sincerely,

Doug Illman and Brenda Bruce  
Owners, "Croc-Talk".



## OKANAGAN MISSION SECONDARY SCHOOL

4544 Gordon Drive  
Kelowna, B.C.  
V1W 1T4

Phone: (250) 764-4185  
Fax: (250) 764-0033

October 31, 2002

### TO WHOM IT MAY CONCERN

Last school year at George Pringle Secondary, Mr. Doug Illman of Croc-Talk presented to a number of our science classes. I was in attendance for part of the sessions. The students were quite enthralled with the various reptiles that Mr. Illman had brought with him.

Students touched the animals and were instructed to wash their hands with anti-bacterial soap afterwards. Mr. Illman instructed students on proper procedures for dealing with the reptiles and there were no problems. The science teachers were quite pleased with the presentation and were of the opinion that this augmented their curriculum.

Sincerely yours

R. Cacchioni  
Principal

pc A. Kolkind, Science Teacher, RSS

September 30, 2002

Parkinson Rec Centre

Re: Doug Illman, Brenda Bruce and Croc-Talk

To Whom It May Concern,

I am a teacher currently assigned to Okanagan Mission Secondary School in the areas of math and science. I have known both Mr. Illman and Ms. Bruce for two years while assigned to George Pringle Secondary. During that time, a colleague and I became aware of the unique presentation that Mr. Illman had to offer and we were quick to ask him if he would meet with our grade tens.

Our class responded with great and genuine enthusiasm. The presentation was exciting, informative and conducted with a great deal of professionalism. Mr. Illman was approachable and flexible to meet the diverse needs of my class as I'm sure he would be with others. Safety, for the students as well as for the animals, was a foremost concern. The students were invited to participate with questions, comments and to handle the animals, and even those who were reluctant felt comfortable with Mr. Illman's guidance. There was no concern beyond having enough class time to enjoy the visit. Further, my understanding is that the presentation has evolved to be even more of an educational experience which, given the extensive working knowledge that Mr. Illman and Ms. Bruce possess, will meet and exceed the needs and interests of any student.

I would not hesitate recommending Croc-Talk to any classroom, educational institution or recreation center. It is a most interesting presentation and a rare opportunity that addresses all ages and areas of interest. I feel we are fortunate to have such an exclusive concept available to us in the Okanagan.

Sincerely,

David Yukich

Okanagan Mission Secondary School  
Kelowna, BC



A haven for curious minds.

Kelowna Branch

1380 Ellis Street, Kelowna, B.C. V1Y 2A2  
(250) 762-2800 Fax: (250) 763-5036  
Website: [ori.bc.ca](http://ori.bc.ca)

October 22, 2002

Mr. Doug Ilman  
1360 Thompson Road  
Kelowna, B.C.  
V1X 1E1

Dear Mr. Ilman:

With this letter, I would like to thank you for your "Croctalk" presentation on July 18, 2002 for our Summer Reading Club. You and your assistants were very professional and arrived 30 minutes before the program started. The crocodiles and your program were set in up in plenty of time for the audience. As you can imagine, with 19 guest speaker presentations, as well as many other programs, your punctuality and professionalism were very much appreciated.

Teaching children how to treat the crocodiles with care and respect played an important role in your talk. The safety of the crowd was never compromised as you and your assistants ensured that no one came too close to your reptilian friends.

We had a high number of people attending, 95 children and 44 adults, with a total of 139.

I received many favourable comments. For example, after the presentation, one mother said "That was amazing!". I am sure that the children attending felt that it was a very educational, yet fun talk - one that they will remember!

We would love to have you and your crocodiles back for another presentation at the Kelowna Library. We wish you continued success in your "Croctalks" and hope that your Eco- Centre will soon become a reality!

Thank you and best wishes!

Sincerely,

A handwritten signature in cursive script that reads "Linda Youmans".

Mrs. Linda Youmans  
Youth Services Librarian  
Kelowna Branch  
Okanagan Regional Library

# Westland Insurance

October 29, 2003

Croc-Talk,  
1360 Thompson Road  
Kelowna, B.C.  
V1X 1E1

Attention: Doug Illman and Brenda Bruce  
**Regarding: Commercial General Liability**

Dear Doug and Brenda

Please find enclosed the original copy of the Binder of Insurance that was faxed to you this afternoon which confirms Commercial General Liability in the amount of \$1,000,000 effective October 28th, 2003 for a one year term.

The annual premium for this policy is \$3,500.00, for which I have enclosed our invoice.

This Binder will act as proof of valid insurance coverage until you receive the new policy, which will follow shortly.

On behalf of the Westland Insurance Group I thank you very much for allowing us this opportunity to be of service to you. Should you have any questions or concerns please do not hesitate to call me. I will be happy to help you in any way that I can.

Yours truly,



Mandy Toner  
Account Manager  
Westland Insurance Group Ltd  
e-mail: [mtoner@westland-insurance.com](mailto:mtoner@westland-insurance.com)  
Phone: Extension 111



October 21, 2003

To whom it may concern;

Doug and Brenda of "Croc Talk" were part of our 2003 Lifestyles Trade Show. Their friendly manner and easy teaching style was well received as they took us on a journey through the evolution of alligators and like species.

"Alli McGator" and her friends and relatives were spectacular. Doug and Brenda's expertise with their extended family members was obvious during the show segments where they not only reaffirmed that these animals are not pets, nor should they be considered as pets, but by allowing people to pet Alli, we learned that **all** animals respond to kindness and the correct treatment.

Doug and Brenda are conservationists as well as showmen. By combining the two, Doug and Brenda were able to provide us with an excellent draw for our show. Their contribution added value for the attendees and brought out the entire family.

The Prince George Chamber of Commerce encourages anyone interested in providing quality entertainment with a difference to contact "Croc Talk" now.

Respectfully yours

Sherry Sethen  
Executive Director



# THE UNIVERSITY OF BRITISH COLUMBIA



Department of Zoology  
6270 University Boulevard  
Vancouver, B.C. Canada V6T 1Z4  
Fax: (604) 822-2416

To Whom it may concern,

On numerous occasions I have visited the residence of Doug Illman to observe his animal enclosures and get a grasp of his animal husbandry practices. This has been important to me as I have entrusted a number of my own animals into Mr. Illman's care for a prolonged time while I am out of the country conducting research, and I want to be guaranteed that the animals will be well cared for in my absence.

The first thing that struck me upon my first visit to Mr. Illman's place was the smell, or rather, I should say the lack of smell. Most reptile houses at accredited zoos or other facilities where reptiles are kept in dense numbers usually possess a distinct odor that is quite unpleasant. This usually gives the visitor the impression that these animals typically smell this way, when in fact it is quite different; reptiles themselves usually do not possess any particular odor, this unpleasant smell is the result of improper husbandry practices and inadequately cleaned enclosures. Obviously, Mr. Illman is very diligent in maintaining his charges as clean as possible.

The facilities where Mr. Illman's animals are kept have always been spotless and kept fastidiously tidy on any of my visits to his premises. The enclosures, ranging from large aquaria for smaller specimens to entire rooms for larger individuals, have been assembled with the inhabitants' well being in mind. They provide ample room, meet the physiological needs of animals, and are constructed so as to prevent any self-inflicted injuries to the inhabitants.

Mr. Illman displays considerable knowledge and a genuine interest in the proper care of the animals in his care. In an age where conservation has become a buzz word that many use but few actually accept the challenge to personally ensure such action is taken, as well as educate people without resorting to sensationalistic displays as has become the norm on television, Mr. Illman's efforts should not only be applauded but fully supported and endorsed. As most people do not find crocodylians endearing, quite often governments do not put a strong effort into crocodylian conservation, and responsibility falls to private stewardship endeavors such as Mr. Illman is trying to attempt. Doug Illman has clearly dedicated himself to this endeavor, and with proper support, will likely provide an outstanding example of a conservationist and public educator that would make any community proud.

I personally find the crocodylians under Mr. Illman's care to be in good health and the facilities maintained in excellent condition, and therefore have no reservations supporting Doug Illman in his endeavors towards his goal.

Sincerely,

Colin Sanders, B.Sc.Hon., Herpetologist, UBC, Canada/ UNESP, Brazil



**WESTBANK ANIMAL CARE HOSPITAL  
2429 DROUGHT ROAD  
WESTBANK, BC V4T 1P7  
250-768-4688**

June 14/2004

Re: Crocodile holding facility located at 700 Ace Road owned and operated by Doug Illman

To whom it may concern,

On November 3, 2003, I visited the home of Doug Illman for the purpose of observing and inspecting the animal holding facilities. This facility houses several crocodilians of varying ages and sizes.

My immediate impression was one of order and cleanliness. The animals present were housed in various enclosures, ranging from large aquaria to entire rooms devoted to the housing of either multiple animals or large solitary animals requiring more space. In all instances, the animals' housing was neat, clean, and warm. The air was fresh and not overly humid or odiferous, indicating good ventilation. The individual tanks or ponds all had excellent circulation, filtration, and heated water. All animals appeared to be comfortable, well acclimatized to their surroundings and show no evidence of stress, discomfort or disease. In short, the animals appear healthy and the facility appears to be as good as possible for a captive environment.

I would further add that the dedication and enthusiasm Mr. Illman has for the care and husbandry of these animals has always impressed me. He is an outstanding steward for these animals as his knowledge of their natural history and biology is extensive. One of his primary tenets is that these animals are to be used for educational purposes only. They are not pets, nor will they ever be seen as such. Ultimately, education may prove to be the key to preserving the existence of crocodilians in our environment. Therefore, I believe it is worthwhile to support such endeavors.

As far as my expertise in the field of crocodilian medicine is concerned, I cannot claim to have a wealth of experience. However, there are likely very few veterinarians in the world who could make such a claim. I do have 12 years of experience caring for exotic animals of all types, including reptiles, birds, wildlife, ferrets, and "pocket pets". I have experience in the field of zoological medicine from previous employment at The Calgary Zoo and have been involved in several wildlife rehabilitation efforts over the past 20 years. While I do not claim to be an expert, I would argue that I am well qualified to attend to the medical needs of these animals.

Sincerely,

Darcy Rae, D.V.M.

2004.04.18

D. Ilman  
Handler & Educator  
700 Ace Road,  
Kelowna, B.C.  
V1X 4C5

Dear Mr. Doug Ilman:

Welcome to the Canadian Association of Zoos and Aquariums. On behalf of the Board of Directors, thank you for joining our organization as an Associate member. You had made inquiries about institutional membership and I would encourage you begin the process of accreditation. We would look forward to your institution joining CAZA.

You will be receiving your personal 2004 membership card and the 2004 membership roster imminently. The newsletter is published bimonthly and contains a variety of interesting items for zoo and aquarium professionals. If you have an article you would like to submit, please contact our newsletter editor, Ms. Gabrielle Pauze at 514 288-8500 or by email at [gpauze@meca.ca](mailto:gpauze@meca.ca).

At this time CAZA has several major initiatives underway including:

- Developing "best practices" for public awareness and education programs at member zoos and aquariums
- Preparing a Canadian Collection Plan to enhance our collective contribution to conservation
- Supporting the development of the "Zoo Animal Technology Program", a certification program for animal care professionals
- Increasing our influence on government policies that affect our members (eg. animal health matters)
- Working with government and wildlife agencies to ensure acceptable care standards for captive animals
- Reviewing and revamping the accreditation program to raise the standards for zoos and aquariums.
- Launched a new conservation website highlighting our conservation programs

If you have any questions about CAZA I would be pleased to assist you. I may be reached through the Toronto Zoo at [cec@torontozoo.ca](mailto:cec@torontozoo.ca) or 416 392-5969. Our website address is [www.caza.ca](http://www.caza.ca). Please note that our 2004 conference is in Winnipeg in early October and we hope that you will be able to attend.

Sincerely,



Cynthia Lee  
Secretary/Treasurer

# "CROC-TALK"

## **Business overview**

"Croc-Talk" is a registered company licensed by and based in the city of Kelowna, B.C., since 2002. The company was founded and continues to be operated by Mr. Doug Illman and Ms. Brenda Bruce.

Presently, "Croc-Talk" activities include public and private educational presentations. The focus is geared to education through conservation where persons of all ages learn about the crocodilian species through a combination of verbal address and audience interaction. In the development of their business, Mr. Illman and Ms. Bruce have acquired 14 crocodilians of various species that range in size from two to six feet. In addition to the use of live specimens, the educator, Mr. Illman, uses crocodilian replicas, pictures, handouts, activity pages, videos and music in his "Croc-Talk" presentations.

Since the inception of "Croc-Talk", there has been steady growth in the number of requests for the company's programs, from less than a dozen in 2002 to as many as four per day in 2004.

## **Educational Activities**

In 2002, its first year of business, Mr. Illman made numerous educational presentations with both live crocodilians and replicas to such audiences as students at George Pringle Secondary School, (#1 & #2 attachments) the Sandalwood Retirement Centre (covered by both CHBC, and BCTV), the Kelowna Regional Library, (#3 attachment) and DJ's Restaurant, as well as private groups of residents and visitors. He was also invited to speak at the Parkinson Recreation Centre and the Kelowna SPCA. In both settings he used crocodilian replicas along with presentation boards, laminated pictures and videos to conduct his educational presentations.

In response to this interest, in 2003, the principals obtained \$1M liability insurance through Westland Insurance Corporation. (#4 attachment) Coverage extends to personal or property damage caused by Mr. Illman and Ms. Bruce's crocodilians, Serval Cheetah and Caracal Cougar.

From 2003 to present Mr. Illman has educated over 2,300 people through presentations from Kelowna to as far as Prince George. Audiences have included schools, Kelowna Chamber of Commerce, Prince George Lifestyles Tradeshow (#5 attachment), The Mayor's Environmental Expo in Kelowna and more than 100 private engagements.

## **Marketing and Promotion**

The majority of "Croc-Talk" promotion to date has been through word of mouth advertising. Mr. Illman has, however, received considerable media coverage through television, radio, print and the internet. Mr. Illman appears daily on CHBC's "Kelowna's most interesting people" segment.

In 2003, Mr. Illman secured copy rights to the company name "Croc-Talk", and the slogan "Crocs Need Love Too", coined by Mr. Illman. He also designed the "Croc-Talk" logo, which the company uses on stationary, hats, brochures, business cards, bookmarks and posters. The Principals also promote "Croc-Talk" through their web site at [www.croctalk.com](http://www.croctalk.com) and through the Kelowna Chamber of Commerce.

## **Care and Treatment of Crocodilians**

To ensure the best environment for the crocodilians, Mr. Illman has replicated, as closely as possible, the natural surroundings in which these animals thrive. The present crocodilian facility is an aesthetically pleasing conservation area that duplicates the ideal temperature, humidity, shrubbery and sunlight required by crocodilians, and also provides sufficient square footage to satisfy the animals' need to roam. (#6 & #7 attachments)

The animals receive a balanced and varied diet of whole fish, mice, rats and whole or cut-up chickens. For added variety, pieces of pork and beef, with or without bones, are used. Because crocodilians tend to get complete nutrition from eating whole animals, Mr. Illman feeds, as much as possible, whole animals to the crocodilians. This diet ensures they are receiving all the protein, carbohydrate, fibre, vitamins and minerals that their bodies need for excellent health. All food supplied to the crocodilians is pre-killed fresh or frozen and is purchased from local suppliers.

The crocodilians are fed approximately 3 to 4 times per week. In case the animals become hungry between feedings, Mr. Illman also provides free-living gold fish in the water areas for consumption.

When transporting the crocodilians to locations for educational purposes, or to a veterinarian, extreme care is taken to ensure the animals do not experience stress or discomfort. They are placed in long, dark, sauna tubes that are generally one foot longer than the length of the animal and slightly larger in width than the diameter of their girth. In all weather conditions, a combination of heating pads, heating blankets and various electrical heat sources are used in the transport vehicle. This helps to maintain a constant temperature in the tube of between 82F - 86F (28C - 34C).

These tubes provide additional benefits for crocodilians: the animals slide in easily and can be accessed safely; they are protected from outside interference and are prevented from twisting, turning and possibly injuring themselves while in their holding shelter; both ends of the tube are well ventilated - one end is permanently secured and the other end is removable; and the inside of the tube is dark, a calming factor during transport.

Although crocodilians may remain out of water for between 8 to 12 hours, the animals are misted every hour during long-distance journeys, to prevent dehydration.

For added safety, when transporting his crocodilians, Mr. Ullman may secure the animal's jaw with a narrow cloth covered by a narrow strip of duct tape (for small crocodilians) or a heavier fabric secured with ties/heavy elastic bands (for larger crocodilians). Cloth under tape or elastic ensures that there is no discomfort when removing the binding. Mr. Ullman also employs the safety measure of securing a protective mouth guard 2" to 3" away from the crocodilian's nostrils to prevent accidental suffocation.

Mr. Ullman is extremely sensitive to and cognizant of the crocodilian's stressors and stress levels during all educational presentations and is quick to eliminate environmental factors that may create agitation in the animal. Presentations are limited to one hour, whereby the crocodilian is immediately returned to its travel tube and transported back to its habitat. When necessary, and at the first signs of stress, the animal is immediately put back into its travel tube where it is kept until returned to its habitat.

The principals promote "Safety First" and during all "Croc-Talk" presentations, audiences are required to maintain a distance from the animals of no less than six feet. Larger crocodilians are restrained during talks with the use of a harness and leash. There is a strict "No Touching" policy during presentations.

In some circumstances such as after a show, an individual may be permitted supervised contact with a crocodilian. In such cases the mouth of the crocodilian is always fully secured. Although crocodilians carry no salmonella or disease, these individuals are advised to wash their hands with soap and water as an extra precaution.

Mr. Ullman and Ms. Bruce are fortunate to have as their veterinarian Dr. Darcy Rae, of the Westbank Animal Care Hospital. His success in treating their crocodilians on two occasions has resulted in a full and speedy recovery of the reptiles. In his attached letter, Dr. Rae shares that although he may not have a wealth of experience with crocodilians, there are likely very few veterinarians in the world who could make such a claim. (again, refer to #7 attachment) Dr. Rae's zoological medicine experience derived from his previous employment at the Calgary Zoo, involvement in several wildlife rehabilitation efforts and many years spent caring for a variety of exotic animals and reptiles makes him well qualified to care for these (crocodilian) animals.

## **Management Profile**

### **Mr. Doug Illman: Owner/Operator**

Mr. Illman's fascination with prehistoric reptiles began in 1974 where he was introduced to Darwin's evolutionary theories. His inquiring nature led him to visit the three major zoos in Canada, as well as the Tyrell dinosaur museum in Drumheller, Alberta. He has visited zoos and museums throughout the USA including Boston, Washington, DC; Detroit, Chicago, Seattle, Duluth, Phoenix, Tucson, Death Valley and Las Vegas. Mr. Illman's studies have also included research at the Smithsonian Institute in Washington, DC where he studied dinosaur digs, bone artifacts, and historical findings dating back as the Ice Age. In the spring of 1982, Mr. Illman participated in a three day, prehistoric fish dig in the Grand Canyon and that fall he participated in a two week, dinosaur dig in Drumheller sponsored by National Geographic. It was during this dig that his passion for crocodilians was born.

Mr. Illman has since continued his self-study of crocodilians through books, journals, documentaries and museum visits. For more than a decade he has studied the work of Adam Britain, a world renowned crocodile expert, author and educator.

Over the years, Mr. Illman has owned a variety of turtles, fish and large and small lizards, including iguanas, savannah and Chinese monitors, water dragons, bearded dragons and alligator lizards. He is both comfortable with, and highly knowledgeable of the care requirements of reptiles in captivity. He was involved in a joint-venture breeding program where he cared for two ocelots for a period of four years before they were placed in the permanent care of the Toronto Zoo. Mr. Illman also cared for a bobcat he eventually placed with the Ford Motor company for their collection of exotic cats used for commercials. Over the past three years, Mr. Illman has acquired, rescued, handled and cared for numerous species of crocodilians. He has fast become recognized as one of the most knowledgeable and competent crocodilian handlers and educators in Canada. He receives frequent requests for advice or to assist with crocodilian education issues and/or rescues.

In 2003, Mr. Illman was selected by the City of Kelowna to be a member of the committee responsible for rewriting its Exotic Animal Bylaw. He remains a strong advocate for the responsible care of exotic animals, and continues to spread his message that "Crocs are not pets".

In addition to his credentials and accomplishments within the dinosaur and crocodilian arena, Mr. Illman holds his BFA from Fanshawe College in London, Ontario. He is a former college instructor and has conducted numerous workshops in the field of art and design. He is also an award-winning muralist and computer illustrator. Mr. Illman is the former President of the Alberta Arts Council, and the Co-chairman of the Chamber of Commerce, in Sundre, AB. He served as Art Director at Trinity Baptist Church in Kelowna for three years and continues to be active in supporting local fundraising efforts by various charities.

Mr. Illman currently holds an Associate Membership with the Canadian Association of Zoos and Aquariums (CAZA). (#8 attachment) He also holds memberships in both the Small Exotic Feline Society of BC and the Kelowna Chamber of Commerce. Mr. Illman is co-owner of "Croc-Talk", The Okanagan's Tropical AdventureLand and Rocky Mountain Murals.

**Ms. Brenda Bruce: Owner/Administrator**

Ms. Bruce has a strong background in business administration, including bookkeeping, marketing, teaching, fundraising, special events planning and visual language interpretation.

On receiving her Diploma in Visual Language Interpreting from Red River Community College, Winnipeg in 1983, Ms. Bruce worked as a Sign Language Interpreter for much of the next 20 years while completing various courses in business administration and management. In 1988, she received certificates for two courses - Destinations II, Introduction to the Tourism Industry, and Tourism BC's SuperHost Fundamentals.

She has developed the curriculum and taught American Sign Language, non-verbally, through the Continuing Education departments of Grant MacEwan Community College in Edmonton and Red River Community College in Winnipeg. She held the Secretary position on the Alberta Chapter of the Registry of Interpreters for the Deaf (ACRID) in 1985, and from 1988 to 1994, served on the Board of the Manitoba Association of Visual Language Interpreters (MAVLI). She participated as co-editor for the MAVLI newsletter for several years, and was instrumental in coordinating numerous workshops and fundraising events. Ms. Bruce also served two, 2-year terms as treasurer for MAVLI, where she established and maintained a double entry accounting system. In 1993 and 1994, Ms. Bruce was awarded the President's Award for service from MAVLI.

Over the years Ms. Bruce has worked as a tutor for such subjects as Accounting, Business Principles, Business Law, English, Resume Writing, Biology, Psychology, Anthropology, History, Sociology, Typing and Office Skills. She also spent several years in computer software sales and lead generation, where she was also responsible for marketing, collections and financial and client record-keeping.

Since 2001 Ms. Bruce has focused her efforts on her role as Co-owner of Croc-Talk. Currently she holds memberships with the West Coast Association of Visual Language Interpreters (WAVLI); the Association of Visual Language Interpreters of Canada (AVLIC); the Kelowna Chamber of Commerce and the Small Exotic Feline Society of BC.



## **Future Business Activities**

The success of "Croc-Talk" is the cornerstone for the foundation of a broader business opportunity, in the form of a world-class educational centre, based on crocodilian-related education and entertainment. Marketing research and planning is currently underway to determine the viability and requirements for this unique facility that would generate significant economic and tourism-related benefits to the Central Okanagan.

All aspects of this facility will maintain the "education through conservation" theme that has been fundamental to "Croc-Talk" programs to date. Plans include the construction of two one-of-a-kind structures that together will house crocodilians, sharks, tortoises, live coral and botanical gardens. This year-round facility will feature a variety of educational attractions, such as story telling through dance, music and song, and an ever-changing variety of short films. On-site computer ports will provide access to a plethora of crocodilian-related information, conservation efforts, and research and development programs. Floors throughout the facility will be covered with a combination of murals that will give the illusion of vegetation and fossils. The facility will incorporate geothermal heat sourcing and solar panels, and will be accessible to individuals in wheelchairs, and to persons with a range of physical challenges.

Tourism revenue from the facility would be generated from such areas as an on-site restaurant, mini-theatre, retail outlets, an indoor crocodilian themed water park, and a 250-seat room designed to accommodate meetings, parties, weddings and other events.

The principals have assembled a strong group of advisors and supporters in the creation of the AdventureLand. While it must be stressed the project is still in the planning stages, interest has been expressed by individuals interested in working with the owners in the development and operation of the facility in such areas as research, aquarium maintenance, entertainment, animal handling, grounds keeping and tour guiding. Estimates are that a minimum of 30 positions will be created in phase one and up to 150 will be created by the end of phase two.