

# Learning General Visit Risk Assessment – Covid-19 Safe

Section B: Activity Details		
<p><b>i</b> <b>ACTIVITIES:</b> What is the task, where, for how long and who will be involved? Complete the fields in the form below.</p>	<p><b>i</b> <b>HAZARDS:</b> How could someone become hurt or made ill? <b>CONTROLS:</b> How will this be prevented from happening?</p>	
<p><b>Work Activity or Workplace assessed:</b></p>	<p>ZSL Whipsnade Zoo</p>	
<p><b>Who is at risk from this Activity?</b></p>	<p> <input checked="" type="checkbox"/> ZSL staff               <input checked="" type="checkbox"/> ZSL Volunteers/Interns               <input type="checkbox"/> Visitors               <input type="checkbox"/> Contractors               <input checked="" type="checkbox"/> Members of the public               <input checked="" type="checkbox"/> Other (specify) – potentially pregnant visitors         </p>	
Hazards	Control measures	Risk Level
<p><b>Possibility of Covid-19 being spread between ZSL staff, volunteers, visitors and animals around the Zoo</b></p>	<p><b>PRE-VISIT</b></p> <ul style="list-style-type: none"> <li>All visits to the Zoo need to be pre-booked</li> <li>Free onsite pre-visits and teacher phone consultations are encouraged to ensure all group leaders understand the systems in place to keep everyone safe.</li> <li>School groups should ensure that no students or adults (or someone in their family/bubble) visiting is exhibiting symptoms of Covid-19 or been asked to isolate.</li> </ul> <p><b>VISITING THE ZOO</b></p> <ul style="list-style-type: none"> <li>Social distancing measures have been put in place from the subway to the pedestrian entrances to ensure that a 2m distance is maintained.</li> <li>Schools must pre-pay to limit time spent waiting to enter to enter the zoo and minimise contact with staff</li> <li>Minibus entry is still allowed into the zoo with an additional charge</li> <li>ZSL Staff have been given face masks to wear and additional PPE in front line roles</li> <li>All visitors 11 years or over are required to wear a mask in all inside areas unless exempt E.g., visitor centre, shop, animals houses, toilets etc.</li> <li>Information is displayed on the website about controls and what to expect before visiting and will also be detailed during the pre-visit call.</li> <li>Visitor numbers including school numbers are capped</li> <li>Employees and volunteers will be asked to confirm that they have completed the relevant isolation period and are not displaying any active symptoms of Covid-19</li> </ul>	<p><b>LOW</b></p>

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- Queueing systems have been put in place at toilets, kiosks, and some animal enclosures to manage visitor flow. These are clearly marked by paw prints on the floor
- Contactless payments are preferred by cash is accept by shops but not catering outlets
- Hand sanitiser stations have been fitted at toilet cubicles and other strategic locations around site to help people stay safe
- Toilet facilities have limited capacity with a 1 school bubble/family group in and out. Doors will be propped open where possible to prevent contact surfaces being touched. Additional cleaning will be carried out throughout the day. Paper towels will be provided instead of hand dryers
- Volunteers and some staff will assist with managing crowds and ensuring any temporary limits on capacity e.g., lions and butterfly house queue is managed at busy times
- Additional signage has been installed advising of zoo rules for covid safety
- In walk through primate enclosures masks will be required by those over 3 years old
- Queue systems maybe in place to ensure social distancing outside of exhibits with limited capacity
- If a student becomes unwell while visiting the site, please inform a member of staff immediately. The group can be isolated until their transport has arrived to bring them back to school. Staff will follow track and trace advice based on the details provided by the school.
- ZSL will supply a NHS Track and Trace QR code on the entrance for visitors over 16 to sign in to should they being the app.
- Access to the Zoo shop needs to be pre-booked by the school, please confirm you time with staff that greet on the day. Booking does not give exclusive access to the shop for your group but helps to managed numbers of queues.
- No bookable lunch space is provided

**Possibility of Covid-19 being spread between ZSL staff, volunteers, visitors and animals during an education workshop**

- Education workshops to take place in both outside designated areas or inside education places – if outside location is preferred / required this must be arranged at time of booking with the education team.
- Employees and volunteers will be asked to confirm that they have completed the relevant isolation period and are not displaying any active symptoms of Covid-19
- Students and staff will be asked to wash/sanitize their hands before and after all workshops and sanitizer will be available throughout the workshop
- Safety measures briefing will be given by a staff member at the start of each workshop

**LOW**

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	<ul style="list-style-type: none"> <li>Any adults and students aged over 11 must wear a facemasks throughout our inside workshops and when social distancing cannot be maintained in outside workshops.</li> <li>ZSL staff and volunteers in the workshops will wear a facemask during all inside workshops and when it is not possible to distance from students or teachers in outside workshops</li> <li>All equipment which can be cleaned will be sanitised after use by each class</li> <li>Any surfaces at workshop locations to be cleaned before and after workshops</li> <li>All staff to be trained in Covid-safe safe systems of work before delivering workshops</li> </ul>	
<b>Animals – (Injury by)</b>	<ul style="list-style-type: none"> <li>Warning signs displayed on and around enclosures</li> <li>Safety standoff barriers in place. Suitable fencing around animal exhibits and paddocks to prevent contact with animals</li> <li>Restricted areas signed and kept always locked by staff</li> <li>Feeding of animals is prohibited and signs displaying this information are in place at enclosures</li> <li>All children must be supervised</li> <li>Walk through exhibits supervised by Staff and Volunteers</li> </ul>	<b>MEDIUM</b>
<b>Risk of disease contraction or accidental injury through contact with animals, animal biofacts and walk-through exhibit</b>	<ul style="list-style-type: none"> <li>Hand-cleansing facilities available in Hullabazoo Farm and Aquarium/The Butterfly House</li> <li>Warning and advisory signs displayed. Feeding of animals is prohibited and signs displaying this information are in place at enclosures</li> <li>Soap dispensers are regularly checked by cleaning staff</li> <li>No food or drink permitted in walk through exhibits including Hullabazoo Farm.</li> </ul>	<b>LOW</b>
<b>Deep water - risk of falling in water and drowning</b>	<ul style="list-style-type: none"> <li>Standoff and suitable fencing around bodies of water to prevent access</li> <li>Danger Deep Water signs in areas where needed</li> <li>Life rings at chimpanzee, cheetah rock, Asian rhino and sealion enclosure, education pond and lakes, Penguins</li> </ul>	<b>LOW</b>
<b>Injury from Slips, trips and falls</b>	<ul style="list-style-type: none"> <li>Signage highlighting uneven surfaces</li> <li>Behaviour guideline available on website to advise walking around site</li> <li>Spills in staffed areas are cleaned up as soon as possible</li> <li>Doormats used in entrances where slips more likely</li> <li>Wet floor signs used when necessary</li> </ul>	<b>LOW</b>

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	<ul style="list-style-type: none"> <li>• Monthly workplace inspections carried out site wide, any issues or defects found reported to facilities helpdesk to be rectified.</li> <li>• Zoo opening hours adjusted to reflect daylight saving</li> <li>• 1<sup>st</sup> Aid on site during opening hours for any injuries</li> </ul>	
<b>Injury from falling: Railings, fencing, walls, seating, raised garden areas, pillars, trees, posts, rocks and sculptures</b>	<ul style="list-style-type: none"> <li>• Safety notice on trees, railings, fence etc. where relevant</li> <li>• Student behaviour guidelines outline that student to be supervised at all times</li> </ul>	<b>LOW</b>
<b>Injury from falling: Swings, climbing frames</b>	<ul style="list-style-type: none"> <li>• Play equipment checked daily by staff for any defects, also quarterly and annual inspections by qualified play equipment inspector.</li> <li>• Suitable safety play surfaces around play equipment</li> <li>• Supervision notices displayed</li> <li>• ZSL Whipsnade Zoo play equipment is for children 3 – 15 years.</li> <li>• Student behaviour guidelines outline that student to be supervised at all times</li> </ul>	<b>LOW</b>
<b>Electric shock from electric fencing around some enclosures</b>	<ul style="list-style-type: none"> <li>• Electric fence warning signs in place and yellow warning tags attached</li> <li>• Electric fences in reach of public are switched off during opening hours</li> <li>• Fences are checked regularly by staff and faults reported</li> </ul>	<b>MEDIUM</b>
<b>Injury from being run over by Zoo vehicle or privately owned vehicle</b>	<ul style="list-style-type: none"> <li>• 10 mph Speed restrictions in place, signage and road markings displayed at various locations.</li> <li>• Main gates inform visitors of 10mph speed restrictions</li> <li>• One way system in place</li> <li>• Central Avenue and area around Base Camp/Tigers is pedestrian only after 10am unless accompanied by a banksman.</li> <li>• Traffic calming measures around cheetah rock area – 5mph</li> <li>• Clearly defined pedestrian routes with clear signage in place</li> <li>• Students to be supervised at all times</li> </ul>	<b>MEDIUM</b>
<b>Lost Child</b>	<ul style="list-style-type: none"> <li>• All staff are inducted in the ZSL Safeguarding Policy</li> <li>• Emergency Duty Manager trained on Lost Child Procedure</li> <li>• ZSL Safeguarding Officer and deputy trained</li> <li>• Teachers advised that students should be supervised at all times.</li> </ul>	<b>LOW</b>

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	<ul style="list-style-type: none"> <li>Free supervision adult entry based on Primary or Secondary for schools and uniformed groups</li> </ul>	
<b>Crossing the road from the coach park to the Zoo entrance</b>	<ul style="list-style-type: none"> <li>Subway from coach park under road to entrance</li> </ul>	<b>LOW</b>
<b>Free roaming animals – risk of bites and scratches</b>	<ul style="list-style-type: none"> <li>Schools map details not chasing animals</li> <li>Student Behaviour guidelines (which is provided to all teachers) state let animals move freely around and not to touch them.</li> <li>Student Behaviour guidelines (which is provided to all teachers) state students should be supervised at all times</li> </ul>	<b>LOW</b>
<b>Animals being walked round the site – risk of bites and kicks</b>	<ul style="list-style-type: none"> <li>Trained zoo keepers leading the animal walks</li> <li>Animals walked calmly and quietly</li> <li>Animals trained and constantly monitored by staff</li> </ul>	<b>LOW</b>
<b>Emergencies e.g. fire, bomb threat, dangerous animal escape</b>	<ul style="list-style-type: none"> <li>Enclosures are designed to be secure and safe</li> <li>Protocols are in place for emergency situations. Trained staff will deal with the emergency situation and advise visitors what to do</li> <li>All staff are made aware of emergency procedures in induction to ZSL</li> <li>Emergency drills carried out regularly throughout the year in line with the Zoo Licence Act</li> <li>Trained first aid staff on site during opening hours with first aid facilities.</li> <li>Emergency Duty Manager on duty during opening hours to manage any incidents</li> </ul>	<b>LOW</b>

What do the risk levels mean?	
<b>Low</b>	A minor injury/minor health effect may occur. Monitoring is required to ensure suitable and sufficient control measures are maintained.

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<b>Medium</b>	A significant injury may occur however the injured person would make a full recovery. Any health effects would be temporary. The effectiveness of control measures must be considered and implemented.
<b>High</b>	A fatality, serious injury or a permanent health condition where a full recovery is not expected may occur. Work should be halted and access restricted until control measures have been implemented.
 For further information and guidance on risk levels, please see the Risk Assessment Policy	



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