

WELLINGTON ZOO

RISK ANALYSIS AND MANAGEMENT (RAM) PLAN

Zoo School visits and Holiday Programmes and Zoo Sleepovers

The following is a guide to help teachers and LEOTC managers analyse the potential actual risks involved with a visit to Wellington Zoo with a group of school-age children or adults. The purpose of this document is to identify and manage these risks so as to minimise potential harm and maximise safety and enjoyment. This document does not identify or address potential risks associated with transporting groups to and from Wellington Zoo.

Contracting Checklist

Name of Organisation	Wellington Zoo Trust
Services to be provided	Within the Zoo
Health and Safety Contact	Ross Provan (H & S Manager)
Address	Wellington Zoo 200 Daniell Street Newtown WELLINGTON
Phone and Fax	Ph. (04) 389 3692 Fax. (04) 389 4577
Email	zooevents@wellingtonzoo.com
Length of time as contractor	15 years (consecutively)
Date last validated	April 2008

Yes **No**

- Do we have selection standards for our Staff?
What are these?

Must be a Current Zoo employee with full knowledge of the Zoo and its inhabitants.
Regular police checks are part of the terms of employment.

- Do we have training standards for our Staff?
What are these?

Annual performance appraisal system

Yes No

- Do our standards comply with nationally accepted best practice standards? Yes No
- Do we regularly monitor compliance with these standards? Yes No
- Does Wellington Zoo have a health and safety policy? Yes No
- Is this documented and available for visiting groups to sight? Yes No
- Are records kept of incidents and accidents? Yes No
- Safety management plans for the Zoo School Living Room and sleepover venue are available on site and on the website: www.wellingtonzoo.com Yes No
- Can we confirm that if personnel are changed for any reason, people of equal professional capability will be used. Yes No
- Is there a safety management plan for emergencies? (eg. earthquake, fire, animal escape) Yes No

What governing bodies have checked and approved our organisation?

The Ministry of Education
 The Wellington City Council
 ARAZPA
 Ministry of Agriculture and Forests
 Department Of Conservation
 NZ Fire Service

What is the date of the most recent check?

July 2007.

Minimum Ratios of Supervision

AGE GROUP OR LEVEL	MINIMUM RATIO OF SUPERVISOR TO CHARGE
Primary /Intermediate	1 supervising adult* to 5 students
Secondary	1 supervising adult* to 10 students

* Supervising adults should NOT be accompanied by infants or other dependants while in the charge of a group.

Supervising adults should be made aware by the visiting school's EOTC coordinator of the 'General Supervising Guidelines' stated on page 30 of *Safety and EOTC A good practice guide for New Zealand Schools* (Ministry of Education, November 2002)

Wellington Zoo School Risk Analysis and Management (RAM)

What could go wrong	What could cause this?	How to prevent this from happening	Whose responsibility is this?	When / where will preventative measures be taken	Emergency Plan
Person is lost or unaccompanied	<ul style="list-style-type: none"> • Inadequate supervision • Inadequate supervisor-person ratio • Person's lack of awareness of risk in such a situation 	<ul style="list-style-type: none"> • Ensure that supervisors personally conduct regular and careful head counts • Plan for and enforce minimum supervisor-charge ratios (see below) • Ensure all charges are made aware of the requirement to remain close to supervisor at all times. • Children to be accompanied to a toilet block by an adult and returned to the same group afterwards. 	All supervisors of visiting groups.	<ul style="list-style-type: none"> • At planning stage before arrival at Zoo • At meeting of trip coordinator with supervisor(s) • At discussion meeting with entire group before departure to the Zoo • Reminders given while at the Zoo. 	<ul style="list-style-type: none"> • Notice and description of missing person is radioed throughout zoo staff who will keep a look out/help search. • Notice and description of missing person is phoned to other visiting groups within the zoo who will keep a look out. • When located missing person will be returned to living room to be collected.
Toilet accident	<ul style="list-style-type: none"> • excitement • waiting till the last minute • not knowing toilets location • not taking toilet breaks when offered. • person with bladder condition 	<ul style="list-style-type: none"> • Plan for regular toilet stops • Supervisors to familiarise themselves with the location of toilet facilities around the zoo • Use toilets at the entrance to the Zoo upon arrival • Remind / point out toilet facilities while moving around the zoo • plan your route to bypass toilet facilities at least once. 	All supervisors of visiting groups and any accompanying Zoo staff	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the Zoo • Immediately upon arrival at the Zoo, or before venturing out into the Zoo. • As toilet facilities are encountered • Supervisors to bring emergency clothing as/if considered necessary. 	<ul style="list-style-type: none"> • Supervisors responsibility to take action if soiling event occurs. • Zoo School staff to be notified if assistance is required.
Personal accident or injury	<ul style="list-style-type: none"> • person not looking where they are going • person falls over • person pushing or shoving another • general carelessness 	Supervisors and any accompanying Zoo staff to advise visitors about: <ul style="list-style-type: none"> • not running down slopes • not chasing/running indoors, around corners or enclosures • Being aware of uneven ground or sections of pathway • Being considerate to other public, especially when moving as a large group. • Being aware of frail, elderly and / or less mobile people around you. 	All supervisors of visiting groups and any accompanying Zoo staff	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the Zoo • Before venturing out into the Zoo. • As necessary in the Zoo. 	<ul style="list-style-type: none"> • Supervisor immediately notifies Zoo School staff of accident/injury. • This action MUST be taken even if supervisor is a qualified first-aider and situation is under control. • Qualified Zoo first-aider will attend injured party. • Zoo medical emergency procedure followed if injury is moderate or serious. • OSH incident report to be completed before supervisor leaves the Zoo.



Wellington Zoo School Risk Analysis and Management (RAM) continued

What could go wrong	What could cause this?	How to prevent this from happening	Whose responsibility is this?	When/where will preventative measures be taken	Emergency Plan
Person bitten by animal	<ul style="list-style-type: none"> • person ignores written and / or verbal instructions • lack of adequate supervision 	<ul style="list-style-type: none"> • Provide clear and frequent instructions not to attempt to touch animals or to offer them food or other items. 	All supervisors of visiting groups and any accompanying Zoo staff	<ul style="list-style-type: none"> • At discussion meeting with entire group before departure to the Zoo • Before venturing out into the Zoo. • As necessary in the Zoo. 	<ul style="list-style-type: none"> • Supervisor immediately notifies Zoo School staff of incident/injury. • This action MUST be taken even if supervisor is a qualified first-aider and patient seems unconcerned. • Qualified Zoo first-aider will attend bitten party. • Zoo medical emergency procedure followed if injury is moderate or serious. • OSH incident report to be completed before supervisor leaves the Zoo.
Sick person	<ul style="list-style-type: none"> • Lack of medication • Pre-existing condition 	<ul style="list-style-type: none"> • Please ensure that all required medications (for asthma, allergies, etc.) are readily at hand and that pre-existing conditions are notified and that provision has been made for this. 	All visiting supervisors	<ul style="list-style-type: none"> • As and when necessary • Upon the arrival of qualified first aid personnel. 	<ul style="list-style-type: none"> • Supervisor immediately notifies Zoo School staff of person's condition. • This action MUST be taken. • Qualified Zoo first-aider will attend sick person. • Zoo medical emergency procedure followed if injury is moderate or serious. • OSH incident report to be completed before supervisor leaves Zoo.
Weather related hazards	Lack of adequate protection against: <ul style="list-style-type: none"> • dehydration • heat • cold • rain • wind • UV radiation 	<ul style="list-style-type: none"> • Visitors must check the weather forecast and ensure every charge is suitably protected from the elements, particularly wind and sun protection. 	All supervisors of visiting groups.	<ul style="list-style-type: none"> • At discussion meeting and again at the gear check with entire group before departure to the Zoo • Before venturing out into the Zoo. • As necessary in the Zoo. 	<ul style="list-style-type: none"> • Supervisor notifies Zoo School staff of person's condition. • This action MUST be taken. • Qualified Zoo first-aider will attend affected person. • Zoo medical emergency procedure followed if condition is of concern • OSH incident report to be completed before supervisor leaves Zoo.

Wellington Zoo School Risk Analysis and Management (RAM) continued

What could go wrong	What could cause this?	How to prevent this from happening	Whose responsibility is this?	When / where will preventative measures be taken	Emergency Plan
Animal Escape	Earthquake, accidental release, auto release	<ul style="list-style-type: none"> • regular monitoring of enclosure condition/security • care with entry/exit of keepers/ Zoo personnel • appropriate design of enclosure 	All zoo staff, particularly keepers	<ul style="list-style-type: none"> • Daily during feeding • Daily during general Zoo staff movement about the Zoo • During enclosure design and WOF examinations. 	<ul style="list-style-type: none"> • Zoo staff will implement 'Animal Escape' Procedure. • All visitors to follow directions of Zoo staff.
Fire	Deliberate, accidental, careless activity	<ul style="list-style-type: none"> • Care with use of tools and accelerants • Care with extinguishing of cigarettes and matches • Care with use of barbeques and gas bottles • Reporting of suspicious behaviour 	All supervisors of visiting groups and any accompanying Zoo staff. All Zoo staff and visiting contractors.	<ul style="list-style-type: none"> • As and when utilising tools, facilities and ignition systems around the Zoo. • As and when suspicious behaviour is reported. 	<ul style="list-style-type: none"> • Zoo staff will implement 'Fire Emergency' Procedure. • All visitors to follow directions of Zoo staff
Earthquake	Natural process	unpreventable	No designated responsibility	<ul style="list-style-type: none"> • Heeding predictions 	<ul style="list-style-type: none"> • Zoo staff will implement 'Earthquake' Procedure. • All visitors to follow directions of Zoo staff
Special needs not catered for	Individual needs of visitor (e.g. intellectual, mobility, medical) are not acknowledged and / or lack of awareness of these needs	Supervisors must advise Zoo staff prior to their visit of any visitors in their care who require specific needs in relation to mobility, hearing / sight impairment, communication barriers, angina etc.	All supervisors of visiting groups.	<ul style="list-style-type: none"> • As special needs are requested/reported to Zoo staff. • Ensure wheelchairs, zoo cruiser, sign linguist, and specifically trained staff are available to meet needs. 	<ul style="list-style-type: none"> • Not an emergency situation.
Lack of communication between Zoo staff and visiting supervisors	No radio or mobile phone contact between parties in different areas of the Zoo, and with Zoo staff.	<ul style="list-style-type: none"> • Visitors to the zoo must bring with them sufficient numbers of mobile phones, ensure each group has at least one, ensure they have sufficient battery life and are switched on while in the Zoo environs. • Ensure all phone numbers are circulated to each group supervisor 	All supervisors of visiting groups and any accompanying Zoo staff	<ul style="list-style-type: none"> • At planning stage before arrival at Zoo • At meeting of trip coordinator with supervisor(s) • At discussion meeting with entire group before departure to the Zoo • Before venturing out into the Zoo. • As necessary in the Zoo. 	<ul style="list-style-type: none"> • Supervisors of visiting groups must immediately notify Zoo staff if they encounter an emergency situation. • Zoo School staff will immediately notify visiting supervisors if an emergency situation develops. • Contact between parties will be by mobile phone and / or by radio if Zoo staff are present with a group. • It is essential that the preventative measures stated (at left) are undertaken in order to provide efficient communication between visiting groups in the Zoo environment.





FIRE EVACUATION SCHEME

<p>PURPOSE OF SCHEME</p>	<p>To promote the method and practice that will ensure the systematic and orderly evacuation of the building by the nearest safe means of exit in the least possible time.</p> <p>To ensure that the Wardens are fully acquainted with their duties. Wardens will be trained in fire evacuation and encouraged to attend additional training in first aid and civil defence.</p>
<p>PERSONNEL</p>	<p>Personnel responsible for carrying out the instructions and procedures in this manual are designated as follows:</p> <ul style="list-style-type: none"> • Chief Warden - key holder during private function or nominated adult supervisor • Wardens - bar staff during private function adult supervisors
<p>ACTION TO BE TAKEN IF YOU DISCOVER A FIRE</p> 	<ol style="list-style-type: none"> 1. Sound the alarm by using any of the alarm call points which are located throughout the building (this will activate the alarms throughout the building). 2. The alarm situation must be further confirmed by telephone to the NZ Fire Service by dialling "111" and ask for the "Fire Service". Then confirm the name and address Archibald Centre, Wellington Zoo, Manchester Street Newtown Wellington and the nature of the emergency. If you can give any further information about the type of fire and its precise location within the building then do so. <p>NOTE: You may have to obtain an outside line before you dial "111".</p> <ol style="list-style-type: none"> 3. Evacuate the building. If overcome by smoke, keep low to the floor. 4. Fire hoses and fire extinguishers should only be used if no personal risks are taken.
<p>IF ALARMS ARE ACTIVATED!</p>	<p>Upon hearing the <u>continuous</u> sounding of the fire alarms all occupants should:</p> <p>Leave the building immediately. (As you leave close all doors behind you.)</p> <p>If a Warden gives an instruction to evacuate the building, then occupants must do so even if the alarms cannot be heard.</p> <p>DO Follow all fire exit signs.</p> <p>DO NOT Carry drinks or food during an evacuation (if spilt this may cause an accident and delay the evacuation).</p> <p>DO NOT Return to the building for any reason until the Warden or Fire Service personnel indicate that it is safe to do so.</p>
<p>PERSONS WITH DISABILITIES</p> 	<p>An assistance register identifying any persons requiring assistance is held in the evacuation board and must be maintained on a regular basis. The register also identifies persons assigned to assist any persons with disabilities who are regular users of the building and the form of assistance required in each case.</p> <p>Wardens must be advised of any visitors with a disability type that could affect the evacuation of the building.</p>
<p>PREVENTION OF PANIC</p>	<p>All occupants and regular users of the building are to be made aware of the location of fire safety equipment in the building and egress routes and exits from the building. In the event of a power failure emergency lighting will illuminate exits ensuring the safe and orderly evacuation of all building occupants.</p>
<p>MANAGEMENT OF MEANS OF ESCAPE</p>	<p>Checks of the means of escape will be undertaken at regular intervals to ensure that:</p> <ol style="list-style-type: none"> 1. They are kept clear of obstacles at all times; 2. Exit doors are not locked, barred or blocked so as to prevent occupants from leaving the building when the building is occupied; 3. Smoke control and fire stop doors are not kept open by methods other than hold open devices that comply with the Building Code; 4. Stairways and passageways which are designed specifically for means of escape from fire are not used as places of storage or places where refuse is allowed to accumulate; and 5. Flammable cleaning liquid or material or any other like flammable liquid or material shall be in non combustible containers with close fitting lids and shall not be stored near or within any part of the building used as a means of escape from fire.

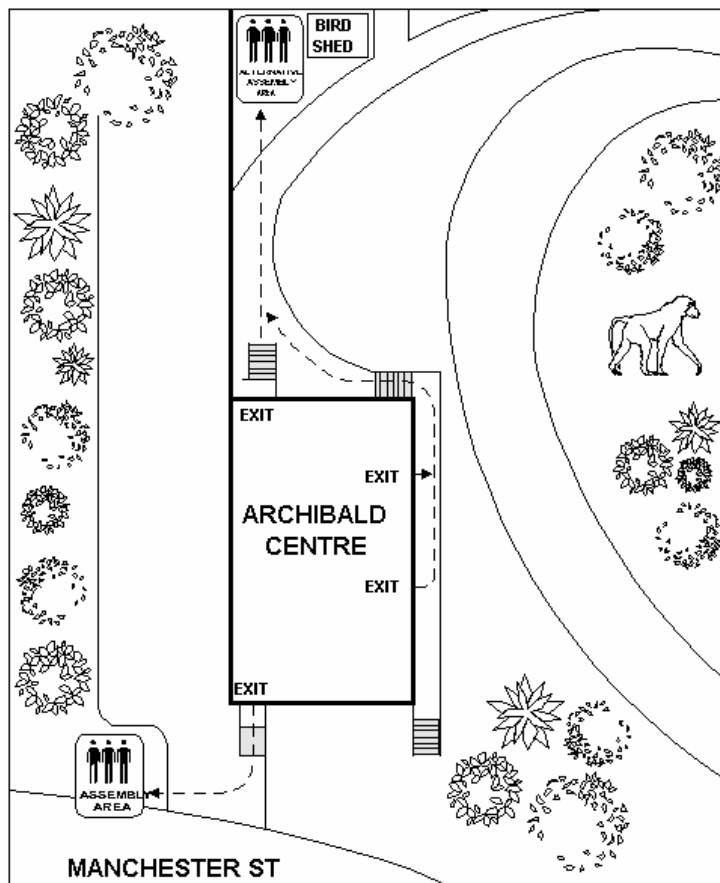
WARDENS' DUTIES

<p>CHIEF WARDEN (Key Holder/ Nominated Adult)</p>	<p>The Chief Warden is charged with co-ordinating the activities of the Wardens and ensuring that clearance reports are received in respect of all areas following evacuation. The Chief Warden will liaise in turn with the Senior Fire Officer or Civil Defence Officer co-ordinating emergency services. Wardens are to follow the Chief Warden and Senior Fire Officers' instructions.</p> <p>Upon the continuous sounding of the fire alarms the Chief Warden will dial "111" and advise the Fire Service that the alarms are sounding at Archibald Centre, Wellington Zoo, Manchester Street Newtown Wellington. Collect mobile phone and put on the Chief Warden's jerkin. Assist Wardens to clear the building, then proceed to the evacuation board located near the main entrance and ensure the evacuation board is adjusted accordingly. Use the mobile phone to advise the Zoo Co-ordinator of the emergency.</p>
<p>WARDENS (Function Staff/ Adult Supervisors)</p>	<p>Each Warden is required to direct, enforce and have full charge of evacuation of <u>all</u> building occupants during the period of a fire emergency or trial evacuation.</p> <p>Wardens are to nominate assistants to attend to any persons with disabilities during an evacuation.</p>
<p>FLOOR CLEARANCE & REPORTING PROCEDURES</p>	<p>Upon the continuous sounding of the fire alarms Wardens are to direct occupants to the nearest safe fire exit. Wardens will then ensure that their designated area is completely evacuated by checking all rooms and enclosed areas (including toilets). The Warden should start checking the area from the furthest point on the floor working systematically toward the exit, or the point closest to the fire working toward the exit.</p> <p>Evacuation of persons with disabilities should only be made after all able-bodied persons have been evacuated. The designated assistant is to remain with the person with the disability and assist them to evacuate the building. Wardens once having determined that your area is evacuated and any persons with disabilities are accounted for will then leave via the nearest fire exit. On reaching the evacuation board, report clearance or otherwise by adjusting the appropriate slide on the evacuation board. If any persons with disabilities and their assistants are still evacuating the building then the Warden is to advise the Chief Warden stationed at the evacuation board who will display the disabled symbol on the evacuation board and advise the Fire Service upon their arrival.</p> <p>Once the person with disabilities and their assistant/s have evacuated the building the assistant is to advise the Chief Warden who will adjust the evacuation board accordingly. Wardens and assistants are to ensure that they have an understanding of how to move, assist or lift persons with disabilities from the building.</p> <p>Wardens are to assist the Chief Warden by ensuring that occupants assemble in the designated assembly area, well away from the building so that the Fire Service has immediate clear access.</p> <p>Wardens are to ensure that:</p> <ul style="list-style-type: none"> • Lights are left on. • Electrical appliances are switched off. • All doors are closed following clearance.
<p>WARDENS REMEMBER GET THE SIMPLE THINGS RIGHT!</p>	<ol style="list-style-type: none"> 1. Clear the area under your control and report clearance by adjusting the evacuation board 2. Make sure all occupants assemble in the correct assembly area following evacuation 3. Prevent access to building during an emergency
<p>TRIAL EVACUATION AND TRAINING</p>	<p>Wardens training and trial evacuations will be held every six months as required by the Fire Safety & Evacuation of Buildings Regulations 1992.</p> <p>In general, trial evacuations will be held at unexpected times under varying conditions to simulate the unusual situation that pertains in the case of a fire or other emergency.</p>

BUILDING SAFETY EQUIPMENT - YOUR BUILDING HAS:-

<p>MANUAL FIRE ALARMS</p>  <p>BREAK GLASS AND DIAL 111 (you may need an outside line first)</p>	<p>SMOKE DETECTORS</p>  <p>CONNECTED TO THE FIRE ALARM</p>	<p>FIRE HOSE REELS</p>  <p>DO NOT USE ON ELECTRICAL EQUIPMENT</p>
<p>YOUR BUILDING HAS FIRE EXTINGUISHERS KNOW THEIR LOCATION AND LEARN HOW TO USE THEM FIRE EXTINGUISHERS AND HOSE REELS SHOULD ONLY BE USED IF NO PERSONAL RISKS ARE TAKEN!</p>		
<p>YOUR EVACUATION BOARD IS LOCATED:</p>	<p>NEAR THE MAIN ENTRANCE</p>	
<p>HOW TO IDENTIFY WARDENS IN YOUR BUILDING THEY WILL BE WEARING:</p>	<p>JERKINS</p> 	

ASSEMBLY AREAS



<p>EARTHQUAKE EMERGENCY PROCEDURES</p>	<ol style="list-style-type: none"> 1. Remain in the building - it is safer. 2. Move away from windows and equipment or furniture which may fall over. 3. Take immediate shelter under solid furniture such as tables or desks & hold on to it. 4. Keep calm and assist those who panic 5. When safe to do so check if fire has broken out and extinguish. 6. Be prepared for after shocks. 7. If an evacuation order is given, proceed with caution following fire evacuation procedures. 8. Follow the instructions from the Warden or Zoo staff. 9. Seek safety outside away from buildings and power lines.
<p>ANIMAL ESCAPE PROCEDURES</p>	<ol style="list-style-type: none"> 1. Zoo staff/Co-ordinator will advise that an animal has escaped. 2. Remain in the building. 3. Ensure doors are closed. 4. Keep calm and assist those who panic. 5. Follow the instructions from Zoo staff. 6. Do not leave the building until advised by Zoo staff that it is safe to do so.
<p>BOMB THREAT AND EXPLOSIVE DEVICES</p>	<p>ACTION TO BE TAKEN WHEN A TELEPHONE CALL IS RECEIVED IN RESPECT OF A BOMB THREAT:</p> <ul style="list-style-type: none"> • When a Bomb Threat call is received there is no alternative but to treat the threat as a potential danger. • Make use of the prepared <i>Bomb Threat Checklist</i> located at the rear of this Emergency Procedures Manual. Although the majority of bomb threat calls are hoaxes each call must be treated as genuine until confirmed otherwise. <u>Following the receipt of a bomb threat the Chief Warden and the Police must be advised immediately.</u> • It is the decision of the Chief Warden to determine what action is to be taken. If a search of the premises or part thereof is required it is preferable that the search is carried out by the Wardens & occupants. The Chief Warden will instruct Wardens on what action is to be taken. • Assessment of the call and the information divulged by the caller may influence what action management takes. Police advice and assistance will still be required. Specific details from the caller about the organisation and personalities therein will add credence to the threat. If however the caller is vague and does not give specific details about the premises, layout, people etc then the possibility of a device being present is reduced but cannot be discounted. • Remain calm during the conversation. • Keep the caller talking, as long as possible but do not interrupt. If possible pay attention to any background sound which may give an indication as to where the call is coming from. <p>Answers to any questions on the <i>Bomb Threat Checklist</i> could give an indication as to whether or not the threat is a hoax and all information is to be passed to the Chief Wardens.</p>

<p>DISCOVERY OF UNUSUAL OBJECTS</p>	<p>ACTION TO BE TAKEN WHEN AN UNUSUAL OBJECT IS DISCOVERED:</p> <ul style="list-style-type: none"> • Refer to the <i>Suspicious Letter or Package</i> recognition points on the flip side of the <i>Bomb Threat Checklist</i>. • When a suspicious object is found the Chief Warden is to be notified as for bomb threat. • Suspicious items received through the mail should preferably be left where they have been delivered but if circumstances dictate they may be gently moved and isolated in a secure area. However objects which have been discovered or left by an unknown person should definitely not be touched. • <i>THE OBJECT MUST NOT BE TOUCHED OR TAMPERED WITH.</i> • Following a room or area being evacuated <u>secure and prevent access</u>. This does not mean locking doors etc unless absolutely necessary but ensuring that personnel who may be oblivious to the emergency cannot enter the danger area. • Explosive devices can be made to resemble almost anything therefore it is wise to treat any suspicious object found in an unusual place with the utmost care. • Police will determine what action is to be taken. • Remain calm and inform only those "who need to know". • <u>DO NOT TOUCH IT DO NOT MOVE IT</u> • <u>TELEPHONE THE CHIEF WARDEN & THE POLICE</u> ➤ Wardens are to act on instructions given by the Chief Warden, Police and Emergency Personnel. ➤ Evacuation is to be by word of mouth and <u>not</u> activation of the fire alarm. ➤ All cellular phones, pagers and radio telephones are to be switched off. ➤ All visitors, contractors and servicepersons are to be advised. ➤ Microwave ovens are to be switched off. ➤ When an evacuation order is given take personal effects with you i.e. briefcases, handbags etc. ➤ Occupants are to assemble no closer than 150 metres of the building. ➤ To reduce the risk all staff are to be observant of unauthorised persons.
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EMERGENCY PROCEDURES

FOR

THE ARCHIBALD CENTRE

WELLINGTON ZOO

MANCHESTER STREET

NEWTOWN

WELLINGTON