



RISK MANAGEMENT PLAN FOR SCHOOLS

Zoo Knoxville is committed to offering a safe environment where guests, students and teachers can enjoy learning about the wonders of the natural world in an interactive setting. We understand that there is risk associated with all field trips and seek to minimize risk where possible. Zoo Knoxville has developed the following risk management plan for all visiting school groups.

Risk Assessment

What hazards are present?

- Lost guests associated with large crowds and large zoo size
- Illness or injury associated with animal contact
- Environmental risk associated with being outdoors (heat and cold stress, storms, etc.)

Who will be affected by hazards?

- Students
- Teachers
- Chaperones

How can risk be minimized?

- Lost guest:
 - Divide students into groups of 10 or less, and encourage chaperones to count students frequently. The use of name tags for students and chaperones is encouraged. Name tags should include the school, teacher, and child's name.
 - Plan meeting places and times beforehand, and communicate that to all chaperones.
 - Make sure that chaperones know that all Zoo Knoxville Staff have been trained to respond effectively to this situation. In order to most efficiently address the situation of a lost guest, all lost guests should promptly be reported to the nearest staff member, or at the ranger station to the right of the ticket booth at the front gate.
 - Zoo Knoxville is surrounded by a perimeter fence. Gates which are not monitored by Zoo Staff members remain locked.

- Illness or injury associated with animal contact:
 - Ask all students and adults to stay on the pathways and to not cross over barriers.
 - Ask that chaperones help monitor the conduct of all children as they have hands-on contact with any zoo animal (i.e. contact yard, giraffe feeding).
 - Inform chaperones of the importance of hand-washing after all animal contact. Hand-washing stations or hand sanitizer is provided for their convenience.
- Environmental risk associated with being outdoors (heat and cold stress, storms, etc.):
 - On days when heat is an issue, inform chaperones of the location of water fountains, bottle fill stations and concession stands located throughout the zoo. Mistlers are also in place to aide in cooling. A Zoo Staff Member should be contacted for First Aid should a guest exhibit signs of heat stress.
 - On days when cold temperatures are an issue, chaperones should be encouraged to plan times in indoor areas. Teachers are encouraged to remind parents to dress children appropriately for predicted weather conditions.
 - Rangers stay in contact with NOAA and will notify Zoo Staff Members of any weather situations that might need attention. Zoo staff members will inform and direct all visitors to safety in the event of one of these extreme weather situations.

Emergency Plans

Zoo Knoxville has developed an Emergency Management Plan that outlines how the zoo will respond to any likely emergency. Zoo Knoxville's Emergency Management Plan is available upon request.

- Zoo Rangers are trained in first aid, CPR and emergency procedures. The Ranger Station is located at the front gate, and any staff member will be able to contact a Zoo Ranger if the need arises.
- Zoo Knoxville Staff Members are trained to respond to all likely emergencies. Chaperones should alert any Zoo Staff Member if assistance is needed. If unable to locate a zoo staff member, report to the Ranger's Station located at the front gate.

Teacher and Chaperone Responsibilities

- It is suggested that all chaperones carry cell phones, and that each has a list of the lead teacher(s) cell phone number(s). The lead teacher should also have a list of the chaperones' cell phone numbers.

- Teachers are strongly encouraged to inform all adults of the safety information addressed in the Field Trip Information Pack.