

# Wellington Zoo Risk Assessment and Management (RAMs) Form

## School visits (Day visits and Sleepovers)

We want you, your students and accompanying adults to have a safe and enjoyable visit to Wellington Zoo. The following document is a guide to help you to analyse the major potential risks involved with a school visit to Wellington Zoo; however, other unidentified hazards could be present. This document does not address potential risks associated with transporting groups to and from the Zoo.

Students should be encouraged to identify appropriate behaviour in relation to themselves, Zoo staff, other visitors, animals or Zoo property. If you do identify any hazards or witness any incidents please report to Zoo staff as soon as possible.

It is essential that the students understand:

- The aims and objectives of the visit;
- How to avoid specific dangers and what standard of behaviour is expected;
- Why safety precautions are in place, and the importance of following the instructions of teachers, adult supervisors and Zoo staff.

It is a requirement of your visit that students are supervised throughout their visit to Wellington Zoo, in accordance with your school's requirements of child to adult ratios. Our recommended minimum ratios of supervision are:

- Primary (years 0-8): 1 supervising adult\* to 10 students
- Secondary (years 9-13): 1 supervising adult\* to 20 students

\*Supervising adults should not be accompanied by infants or other dependants while in charge of a group

In the event of an emergency, please follow the instructions of Zoo staff immediately.

Wellington Zoo operates to relevant industry standards, and has been checked and approved by the following governing bodies: Ministry of Education, Wellington City Council, ZAA, Ministry of Primary Industries, Department of Conservation, NZ Fire Service, and ACC.

Please email [learning@wellingtonzoo.com](mailto:learning@wellingtonzoo.com) or call (04) 803 0772 for further information.

Date:	Class level:	Teacher in charge:
No. of children:	No. of adult helpers:	No. of staff:
Day/Time of departure:	Day/Time of return to school:	Zoo contact:
Group members requiring special consideration (health, behaviour, other):		Approved by:

## Wellington Zoo Risk Assessment and Management System (RAMS)

What could go wrong?	What would cause this?	How to prevent this from happening	Whose responsibility is this?	When/where will preventative measures be taken?	Emergency plan
Personal accident or injury	<ul style="list-style-type: none"> <li>Person not looking where they are going</li> <li>Person falls over</li> <li>Person pushing or shoving one another</li> <li>General carelessness</li> </ul>	<ul style="list-style-type: none"> <li>Supervisors and any accompanying Zoo staff to advise visitors about walking, instead of running down slopes, indoors, around corners or enclosures</li> <li>Being aware of uneven ground or sections of pathway</li> <li>Being considerate to other visitors, especially when moving as a large group</li> </ul>	<p>All supervisors of visiting groups and any accompanying Zoo staff</p> <p>Students</p>	<ul style="list-style-type: none"> <li>At discussion meeting with entire group before departure to the Zoo and once inside the Zoo</li> <li>As necessary in the Zoo</li> </ul>	<ul style="list-style-type: none"> <li>Supervisor immediately notifies Zoo staff of incident/injury (this action must be taken even if supervisor is a qualified first- aider and situation is under control)</li> <li>Qualified Zoo first-aider will attend situation</li> <li>Zoo 'Medical Emergency' procedure followed if injury is moderate or serious</li> <li>Incident report to be completed before supervisor leaves Zoo</li> </ul>
Person is lost or unaccompanied	<ul style="list-style-type: none"> <li>Inadequate supervision</li> <li>Inadequate supervisor-student ratio</li> <li>Person's lack of awareness of risk in such a situation</li> </ul>	<ul style="list-style-type: none"> <li>Plan for an enforce minimum supervisor ratios</li> <li>Ensure students are made aware of the requirement to always remain close to supervisor</li> <li>Ensure that supervisors personally conduct regular and careful headcounts</li> </ul>	<p>All supervisors of visiting group and any accompanying Zoo staff</p> <p>Students</p>	<ul style="list-style-type: none"> <li>At discussion meeting with entire group before departure to the Zoo and once inside the Zoo</li> <li>As necessary in the Zoo</li> </ul>	<ul style="list-style-type: none"> <li>Contact Zoo staff</li> <li>Notice and description of missing person is radioed out to Zoo staff who will keep a lookout/help search</li> <li>When located missing person will be escorted back to group</li> </ul>
Person bitten or scratched, by animal	<ul style="list-style-type: none"> <li>Person ignores written and/or verbal instructions</li> <li>Lack of adequate supervision</li> <li>Curiosity</li> </ul>	<ul style="list-style-type: none"> <li>Provide clear and frequent instructions to look at, not to touch animals or to offer them food or other items</li> </ul>	<p>All supervisors of visiting groups and any accompanying Zoo staff</p> <p>Students</p>	<ul style="list-style-type: none"> <li>At discussion meeting with entire group before departure to the Zoo, and once inside the Zoo</li> <li>As necessary in the Zoo</li> </ul>	<ul style="list-style-type: none"> <li>Supervisor immediately notifies Zoo staff of incident/injury (this action must be taken even if supervisor is a qualified first- aider and situation is under control)</li> <li>Qualified Zoo first-aider will attend situation</li> <li>Zoo 'Medical Emergency' procedure followed if injury is moderate or serious</li> <li>Incident report to be completed before supervisor leaves Zoo</li> </ul>

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Animal escape	<ul style="list-style-type: none"> <li>• Earthquake, accidental release, auto release</li> </ul>	<ul style="list-style-type: none"> <li>• Regular monitoring of enclosure condition/security</li> <li>• Care with entry/exit of keepers/other Zoo personnel</li> <li>• Appropriate design of enclosure</li> </ul>	All Zoo staff particularly keepers	<ul style="list-style-type: none"> <li>• Daily during feeding</li> <li>• Daily during general Zoo staff movement around the Zoo</li> <li>• During enclosure design</li> </ul>	<ul style="list-style-type: none"> <li>• Zoo staff will implement 'Animal Escape' procedure</li> <li>• All visitors to follow directions of Zoo staff</li> </ul>
Dropping food, clothing or litter into enclosures	<ul style="list-style-type: none"> <li>• Desire to attract animal and observe reaction</li> <li>• Accidental release (e.g. blown by wind)</li> <li>• Desire to feed animals</li> </ul>	<ul style="list-style-type: none"> <li>• Utilising rubbish bins</li> <li>• Inform visitors of the need to respect the homes of our animals and of the danger items of rubbish can pose to animals when playing or ingesting them and that animals are on special diets</li> <li>• Make sure clothing is worn or held securely</li> </ul>	<p>All supervisors of visiting groups and any accompanying Zoo staff</p> <p>Students</p>	<ul style="list-style-type: none"> <li>• At discussion meeting with entire group before departure to the Zoo and once inside the Zoo</li> <li>• As necessary in the Zoo</li> </ul>	<ul style="list-style-type: none"> <li>• Don't attempt to retrieve any item from enclosure</li> <li>• Supervisor notifies Zoo staff of their item ending up in enclosure</li> <li>• Notification passed to relevant Zoo staff to retrieve item when appropriate</li> </ul>
Emergency, such as a natural disaster or fire	<ul style="list-style-type: none"> <li>• Natural Process</li> <li>• Deliberate, accidental, careless activity</li> </ul>	<ul style="list-style-type: none"> <li>• Unpreventable for a natural disaster</li> <li>• Care with flammable materials</li> <li>• Reporting of suspicious behaviour</li> </ul>	All supervisors of visiting groups and any accompanying Zoo staff Zoo contractors	<ul style="list-style-type: none"> <li>• As and when using flammable materials</li> <li>• As and when suspicious behaviour is reported</li> </ul>	<ul style="list-style-type: none"> <li>• Zoo staff with implement relevant emergency procedures</li> <li>• All visitors to follow directions of Zoo staff</li> </ul>

## Covid-19 Procedures

The following procedures are in place to help reduce the chance of exposure to Covid-19 during the visit. These apply at all levels of the Covid-19 Protection Framework			
<b>Entry/Exit</b> <ul style="list-style-type: none"> <li>• School groups enter/exit through a side gate, not the Main Entrance, to ensure distancing from general visitors</li> <li>• Hand sanitiser available on entry and around the Zoo</li> </ul>	<b>Vaccination &amp; Mask Use</b> <ul style="list-style-type: none"> <li>• All Zoo staff are fully vaccinated against Covid-19</li> <li>• Zoo staff wear masks and remain &gt;1m from students/group throughout learning session/sleepover</li> <li>• School staff/parents and students (from Year 4 up) encouraged to wear masks</li> </ul>	<b>Distancing and Staying Safe On-Site</b> <ul style="list-style-type: none"> <li>• 'Behind the scenes' areas of the Zoo may not be accessible for visitors/school groups</li> <li>• Hands-on activities may be modified to reduce contact</li> <li>• Any activities, props or materials are thoroughly cleaned before/after use</li> <li>• Any staff with cold/flu-like symptoms or who are self-isolating will stay home</li> <li>• Visitors, incl. school staff, parents and students with Covid-19, cold/flu-like symptoms or who are self-isolating are asked not to attend.</li> </ul>	<b>Notification of Symptoms or Positive Cases</b> <ul style="list-style-type: none"> <li>• Supervisor immediately notifies Zoo staff if any of their group has covid-like symptoms OR tests positive after the visit</li> <li>• Zoo staff notify Chief Executive/ Senior Leadership Team immediately</li> <li>• Any affected people to contact Healthline for advice on next steps and/or to arrange for COVID testing</li> </ul>