

Twycross Zoo Animal Contact Sessions Risk Assessment

Twycross Zoo's education department taught over 29,000 children and students in 2008 and offers a wide range of educational sessions. These guidelines and risk assessment should help you to have a safe and enjoyable visit.

Zoo dos and don'ts.

- Please help us by arriving for your session on time and at the right building.
- Please help us by keeping children calm.
- We expect the same standard of behaviour during our educational sessions as is required at school.
- If any member of the group has a phobia they should inform the education officer delivering the session.
- Any persons with allergies should inform the education officer delivering the session.
- No food or drinks are allowed inside teaching buildings.
- Mobile phones should be turned off or on silent during sessions.

Children of all ages must be accompanied at all times by an adult for the duration of their visit. Children who are unaccompanied will be asked to return to their coach to await supervision. Organizers are also asked that their parties behave in a sensible and calm manner during educational sessions. If you are late arriving at Twycross Zoo please inform the information centre when you arrive, if you have missed your educational session they may be able to re-arrange it (this is dependent on session availability on the day of your visit).

Hazard	Associated risks	Who's at risk?	Controls	Responsibility
Handling live animals.	Bites or scratches from the animals.	All persons attending educational sessions.	All our educational animals are very friendly and will not hurt anyone unless provoked.	Group leaders, teachers and adult helpers. Zoo staff will instruct people.
Handling live animals.	Infection.	All persons attending educational sessions.	All education animals are tested for diseases regularly. Hand washing spray is used on all persons meeting animals during sessions. Discourage children from putting their fingers in their mouths.	Zoo staff. Group leaders, teachers and adult helpers.
Handling artefacts.	Infection.	All persons attending educational sessions.	All artefacts are clean and safe. Discourage children from putting their fingers in their mouths.	Group leaders, teachers and adult helpers.
Young children handling live animals.	Greater risk of infection.	Children under school age.	Children under school age are not permitted to attend sessions.	Zoo.
Panic attacks caused by phobias.	Panic attack.	People with phobias.	The education officer should be informed if anyone has a phobia before the start of the session.	Group leaders, teachers and adult helpers.
Special requirements for SEN children/groups.	Inappropriate session booked.	SEN groups/children.	The zoo should be informed of any special requirement when the session is booked.	Group leaders and teachers.
Child welfare.	General child welfare.	All children.	All sessions are delivered by trained education officers, with a current CRB check.	Zoo.
Fire.	Fire.	Everyone.	Members of staff will inform you where to congregate safely. Report fires to a member of staff.	Zoo staff. Group leader, teachers and adult helpers.