

## Twycross Zoo Outreach Risk Assessment

Twycross Zoo's education department taught over 6,000 children and students in 2008 as part of the outreach programme and offers a wide range of educational sessions. These guidelines and risk assessment should help you to have a safe and enjoyable visit from Twycross Zoo.

Zoo dos and don'ts.

- Please help us by keeping children calm.
- We expect the same standard of behaviour during our outreach 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 during outreach sessions.
- Mobile phones should be turned off or on silent during outreach sessions.
- Children must be school age or older to touch animals.
- We only bring animals out of the zoo during the day.
- Animal encounter outreach sessions are not available for students 14 years of old and over.
- Outreach must be of educational value, we do not visit parties, fairs, fetes etc.

Primary and secondary children can have animal encounter 30 minute sessions to fit in with the national curriculum. GCSE, tertiary or adults clubs can have sessions based on the history of the zoo, conservation etc., but cannot meet animals. Please see our website for full details.

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.