



## EXPLANATION OF RISK MANAGEMENT PLAN January 24, 2007

As a zoo accredited by the AZA (Association of Zoos and Aquariums), Knoxville Zoo has had in place and is required to have in place an emergency action plan. We operate under the same set of standards at all times. Our goal is to offer a safe environment where visitors, students and teachers can enjoy and learn to their full potential in a way that is not possible in a typical classroom. We understand that there is risk associated with all field trips and seek to minimize the risk through training and education of staff and information provided to teachers.

### **Risk Assessment**

What hazards are present?

- Traffic to and from
- Crowds
- Large area
- Risks associated with animals in a zoo environment
- Risks involved in being outside, i.e. storms

Who will be affected by hazards?

- Traffic: students, teachers, chaperones
- Crowds: students
- Large area: students
- Risks associated with animals in a zoo environment: students, teachers, chaperones
- Risks involved in being outside, i.e. storms, heat, cold, climbing, running: students, teachers, chaperones

How can risk be eliminated?

- Traffic: use of school bus drivers and traffic web site update
- Crowds: Divide students into groups of 10 or less and encourage chaperones to count frequently. Require name tags for students and chaperones listing school, teacher, and child name. Plan check in times. Inform chaperones of Zoo staff's ability to aide in any problem-go to a staff person immediately. Zoo staff members are trained in lost child scenarios and are in constant contact via radio with others throughout the Zoo.
- Large area: Have specific meeting places and times. Insure that all chaperones know these. Inform chaperones of Zoo staff's ability to aide in any problem. Go to a staff person immediately. Zoo staff members are trained in lost child scenarios and are in constant contact via radio with others throughout the Zoo.
- Risks associated with animals in a zoo environment: Inform students and adults of need to always stay behind fences and not cross over barriers. Insure that all chaperones know that Zoo staff is trained to respond to any animal emergency scenario. Zoo staff will inform and direct all visitors to safety.

Risks involved with being outside, i.e. storms, heat, cold, climbing, running: For heat related distress, inform chaperones of water fountains and concession stands located throughout the Zoo. Misterters are also in places to aide in cooling. Zoo Rangers stay in contact with NOAA and will notify Zoo staff of any impending storms. Zoo staff members will inform and direct all visitors to safety. Safari Grill, Elephant Viewing Area, Reptile Complex, Gorilla Valley Cave, Wild and Wonderful Gift Shop, Zoo Shop and all restrooms are designated quick emergency areas for shelter. For cold related distress, plan times in Safari Grill and other indoor areas. Teachers are encouraged to remind parents to dress children appropriately for predicted weather conditions. Teachers are strongly asked to inform all adults of the safety information addressed in both the School Group Registration Packet and the Confirmation Packet.

## **Emergency Plans**

What steps will be taken in the event of an emergency? (Who will be contacted, how communication will be handled, who makes decisions, etc.)

It is suggested that all chaperones carry cell phones and that each has a list of the lead teacher(s) cell phone number. Further, that the lead teacher have a list of the cell phones of all chaperones. Once inside the Zoo, Knoxville Zoo has First Responder, First Aid, and CPR trained Zoo Rangers on grounds at all times when visitors are present. Insure that chaperones know to contact a member of Zoo staff immediately. Zoo staff is in constant contact with each other and the rangers via radio. Please instruct chaperones to do this first. Zoo staff can respond much more quickly than 911. Rangers will call 911 if needed and direct any emergency vehicles to the closest gate for access. Zoo staff is trained and drilled to respond to all emergencies. Knoxville Zoo is surrounded by chain link fencing. Gates which can not be seen by staff members remain locked.