

# Safety

## **RULES**

1. The zoo has high security levels for safety reasons. Some areas are off-limits. DO NOT go anywhere behind scenes or animals exhibit without keeper permission. ASK if in doubt.
2. DO NOT FEED any animals in the main zoo without animal staff assistance.
3. Pick up all trash you encounter - yours *and* others. Put trash in a garbage can. It's amazing how much you can help our zoo's public image just by picking up litter.

# Emergencies

Any emergencies should be reported immediately to the nearest zoo staff.

## **FIRE PROCEDURES**

There are two fire extinguishers in the Children's Zoo - one in the barn and one in the gazebo.

1. STAY CALM! Panic helps no one.
2. If you smell smoke, alert a staff member immediately and quietly! If a staff member is not in the immediate vicinity, issue a call on the radio to "all Z units" and report the smoke/fire location.
3. If you see a fire in the zoo, shout "FIRE!" and evacuate visitors from the area. STAY CALM!!
4. Under the direction of the zoo staff, prepare to:
  - a. Evacuate any animals who are in immediate danger. STAY CALM!
  - b. Evacuate all visitors, whether they are in danger or not.

## **LOST CHILDREN**

1. Crouch down to the child's level to talk. Take child to nearest staff to notify all "Z" units via radio
2. Help staff search the area. It helps a lot to ask what color shirt, hair, etc. the lost person has.

## **LOST AND FOUND**

1. Found articles are to be taken to the front gate and given to the cashier at the gift shop window.

## **ACCIDENT/INJURY TO A VOLUNTEER**

1. Ask the nearest staff member for assistance. There are first-aid kits in the gift shop, Education office, main office, and in the keeper's break room.
2. Report any accident/injury to staff. It is essential that proper forms are completed by the staff and turned in within 24 hours. The forms can only be filled out by heads of departments – i.e. Animal Care Supervisor, Zoo Registrar, Zoo Superintendent, Education Curator, or General Curator.

## **ACCIDENT/INJURY TO THE PUBLIC**

1. Ask the nearest staff member for assistance. Offer help if indicated. JZC volunteers should not administer first aid, but can assist staff with gathering supplies.
2. Refrain from any discussion of "who is to blame" or discussing the circumstances of the situation.

# Animal Escapes

## CHILDREN'S ZOO

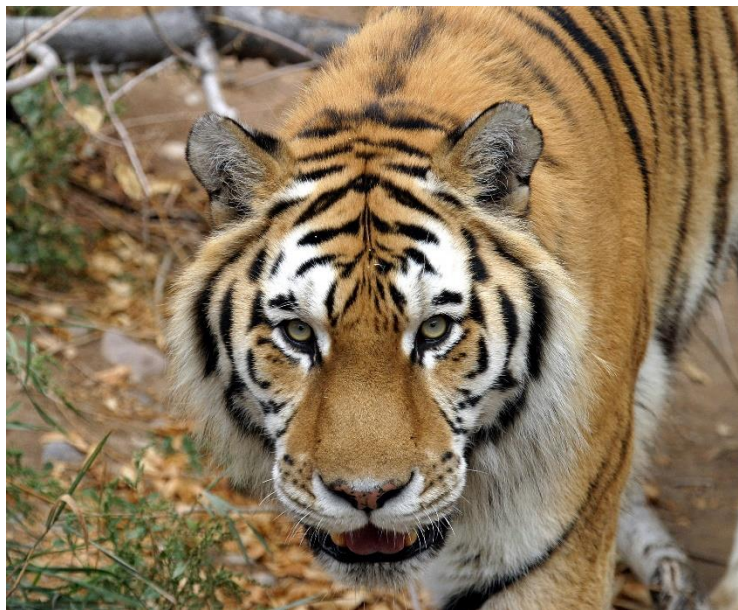
These are not dangerous animals in the same sense as a lion or bear, but the fact that an animal is loose can cause panic and confusion among visitors and, above all else, can greatly stress the animal! An animal knocking down a child on pavement can be dangerous. **WHATEVER ESCAPES, DO NOT CHASE IT!** These animals *will* panic and cause more problems if chased. Keep your cool.

1. Inform staff immediately via radio. Say which animal is out and where it is if you can see it.
2. Quickly, but calmly and quietly, go to the front entrance of the Children's Zoo. Quietly inform all staff/volunteers who you pass about what has escaped.
3. Stand by the yard's front gate and block the way of any person or animal wishing to enter or leave. Reassure visitors there is no need to panic and ask them to please stand out of the way.
4. Most petting zoo animals are unlikely to leave the general vicinity, but if they do then try to keep the escaped animal in view or determine which direction it went until animal staff arrives.
5. Follow the directions the zoo staff gives you as to how you can help further. Junior ZooCrew will most likely be asked to keep the area free of visitors, while the staff quickly and quietly herds the animal back into its enclosure.

## MAIN ZOO

In the extremely rare instance that one of the other zoo animals should escape, you will be notified by the zoo staff either by radio or personally. "Code Green" indicates an escaped animal.

1. **DO NOT PANIC.** Zoo staff is trained to handle animal escapes, even large & dangerous ones.
2. If you are in an area with staff, they will direct you accordingly. **STAY CALM!**
3. If you are without staff in the Children's Zoo and it is a dangerous animal that has escaped, **CALMLY** ask everyone to come into a barn immediately. Immediately close the barn doors. Stay near the door to let others in as needed.
4. Explain what has happened and ask everyone to remain calm and quiet. Panicking will only make matters worse and could lead to guest injuries. Reassure visitors that the situation is being handled by trained staff. Everyone should remain in the barn until an "All clear" signal has been issued by staff over the radio. **STAY CALM!**



# Hazardous Materials

Chemicals are a necessary tool used in zoos. Many people take cleaning products for granted without respecting the potential hazards they pose. It is very important to be aware of the hazards involved in the use, handling, storage, and disposal of any chemical. The federal government, through the Occupational Safety and Health Administration (OSHA), has issued rulings on hazard communication. These standards require manufacturers to clearly label all containers and to provide the consumer with Material Safety Data Sheets (MSDS) describing potential hazards involved with the use of the product.

**Labels** - It is imperative that labels on all chemical containers be read and understood PRIOR to use.

**Material Safety Data Sheets** - MSDS for all chemicals used in the zoo are available in the keeper break room, zoo office, and other areas within the zoo. MSDS contain information about contents/ingredients, protections and precautions, and first-aid following exposure.

**Protective safety equipment** is available in the work shop or gardener's shed.

**Technical Support** - If possible, chemicals not routinely used in the zoo will be applied by trained professionals from other departments (example: pesticides and herbicides).

## **Storage of Hazardous Materials**

Chemicals are not to be stored on high shelves or in breakable containers. Specific storage areas have been designated for the various hazardous chemicals used at the zoo. Chemicals used by the animal staff for cleaning and disinfecting are kept on the bottom shelves in the kitchen area. Chemicals used by the grounds staff are kept in the service room of the public restroom building and inside the gardener's shed.

Chemicals are NEVER to be stored in unmarked containers. **NEVER use ANY non-labelled fluid.**

## **Disposal of Hazardous Materials**

Chemicals are not to be disposed of in the garbage or down drains. Proper disposal information is included on the MSDS and/or label and should to be followed accordingly. Any substances that must be disposed of by chemical waste services will be handled by the Building Maintenance Department and will be stored in their appropriate containers and location until removed.

## **BIOHAZARDS**

Clean up of any human fluids and deceased animals are to be handled ONLY by staff members. Staff is instructed on proper precautions with regard to hazardous biological materials during First Aid and CPR training. Biohazard clean up kits are located adjacent to first aid kits and should be used for all human biohazard clean up. A sharps container is maintained in the Animal Health Care Center for needles and other sharps. Disposal of animal remains is coordinated by the veterinary staff.

Caution is necessary to minimize the risk of zoonotic diseases. JZC volunteers must practice good personal hygiene. Use antibacterial soap after handling ANY animal and especially before eating or drinking. Using proper animal restraint techniques and equipment will minimize the risk of bites or scratches.

# City Policy Concerning Minors

## Purpose

The City of Idaho Falls is committed to providing an environment which is as safe as possible for all youth. Employees and adult volunteers of the City of Idaho Falls should avoid situations which would make them vulnerable to allegations of abuse, and shall promptly report suspected neglect, exploitation, or abuse as required by law. In addition, the City of Idaho Falls is committed to taking necessary precautions to protect its employees from accusations and suspicions by providing clear rules for working with children and vulnerable adults. This policy is intended:

- To provide a safe and secure environment for children and vulnerable adults.
- To protect adult employees and adult volunteers from unwarranted allegations of inappropriate behavior.
- To promote and protect the best interests of children and vulnerable adults at all times.
- To make all aware of the zero tolerance of child abuse and that there is mandatory reporting of confirmed or suspected child abuse.
- To have effective risk management strategies in place to prevent child abuse.

## Policy

This policy applies to:

- Staff
- Board Members
- Volunteers

Adult employees or adult volunteers shall never work one-on-one with children, youth volunteers, or vulnerable adults. The “two adult rule” or “two youth rule” shall always apply. **When employees or adult volunteers are working with youth the number working together shall always be a minimum of three.** Whether this is one youth working with two adult employees or two youth working with one adult employee. At **no** times shall an employee or adult volunteer working with children or youth **ever** be one-on-one. There must **always** be a third person.

**Children, youth, and employees should not put themselves in a situation where something unethical could happen or where conduct could be perceived as inappropriate.**

Staff and volunteers shall see that activities are avoided that could easily lead to allegations of abuse, harassment, or inappropriate behavior.

All employees and adult volunteers working with children and youth shall attend yearly or special training and educational events provided by the City to keep employees and adult volunteers informed of City policies and state laws regarding child abuse.

**All youth volunteers shall attend training to be informed of policies and state laws regarding child abuse and ways to prevent child abuse.**

It is City policy to provide a work environment for volunteers harmonious and free from intimidation and harassment. Toward this end, the City will not tolerate any form or degree of harassment.

Harassment includes unsolicited remarks, gestures, or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic, or religious groups.

The City prohibits sexual harassment of its volunteers within the workplace by other volunteers, outside individuals, or City employees. Sexual harassment means unwelcome sexual advances, requests for sexual or romantic favors, and other offensive verbal or physical conduct of a sexual nature. Sexual harassment includes unwelcome verbal behavior, such as comments, suggestions, jokes or derogatory remarks based on sex; physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impeding or blocking normal work or movement; visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons, or drawings. It also includes unwanted sexual advances, pressure for sexual favors, or basing employment decisions (such as a volunteer's work assignments, performance evaluations, etc.) upon the volunteer's acquiescence to sexually harassing behavior in the workplace.

The employee who oversees the Youth Volunteers Program in a department shall randomly monitor the activities and duties of the youth volunteers while the youth volunteers are on duty.

**All adult employees and adult volunteers are responsible for being aware of people in the proximity of the Youth Volunteers.**

### **Standards of Conduct**

The City expects and encourages a work environment of respect and professionalism. All City employees and volunteers are required to conduct themselves in a courteous manner that is appropriate for the workplace. While it is not possible to list every type of conduct that is unacceptable, the following are examples of conduct that is not acceptable:

1. A violation of City policies or regulations.
2. Any conduct violating any federal, state, or local law or regulation.
3. Threat of harm (direct or indirect) to any City employee or representative, member of the public, City government, or City property.
4. Physical violence against persons or property.
5. Damage or threat to City property, regardless of location, or other property that the City controls.
6. Intentional or negligent misuse or destruction of City property, including tools, equipment, vehicles, records, or other material.
7. Possession or carrying of deadly weapons, explosives, or similar items on City property or process.
8. Forceful or unauthorized entry to or occupation of City facilities, including buildings and grounds.
9. Refusal or failure to carry out assignments or to comply with policies, regulations, rules, procedures, or directives, including oral instructions.
10. Failure to keep management informed on matters that pertain to or affect work-related duties or City business.
11. Making malicious, vindictive, false or harmful statements about others or engaging in verbal abuse, altercations or outbursts, including the use of profanity, name-calling, threats, or ridicule.
12. Intimidating or bullying others.
13. Use, possession, distribution, or sale of illegal drugs, paraphernalia, or controlled substances not prescribed to the user by a physician on City property.

14. Violating any safety rules or practices or engaging in any conduct on the job that causes a safety hazard.
15. Failure to report an accident or injury or making false claims or inaccurate statements in the reporting of a job injury or accident.
16. Using City equipment or time to view pornography or other images or websites that are considered inappropriate for the workplace.
17. The City's information technology is provided to enhance business processes within the City. Volunteers shall only use the City's information technology for City businessrelated purposes.

**The above restrictions are not intended to be all-inclusive of the proper standards of conduct or obligations that volunteers or employees shall observe at all times. When a situation arises in which the proper course of conduct is unclear, the employee or volunteer involved should request direction from his or her supervisor.**

### **Reporting Procedures**

In all cases where someone has reasonable cause to believe that inappropriate behavior may have occurred or is occurring with anyone under the age of 18, this should be reported **immediately** to the appropriate staff supervisor, superintendent Department Head, or Division Director, or the Human Resources Office.

If the child is at immediate risk, and none of the above can be reached, then the police should be contacted immediately.

A person making a report of inappropriate behavior should complete "Report Form for Suspected Inappropriate Behavior" and submit to the Department Head. If the Department Head is the subject of the report or can't be reached, the report should be submitted to the Division Director. At any time the person may submit the report directly to the Human Resources Office.

Any report of inappropriate behavior will be properly investigated. If a complaint meets the conditions for a criminal investigation, it will be reported to the authorities immediately.

### **Responding to the Report**

When someone receives a report of an incident of inappropriate behavior or abuse, immediate action shall be taken to ensure the safety of the alleged victim.

Reasonable steps shall be taken to ensure that the alleged wrongdoer has no contact with the alleged victim pending investigation.