

# **Birdland Park and Gardens**

## **RISK ASSESSMENT GUIDELINES & CODE OF CONDUCT**

### **GENERAL:**

Visitors are required to always follow signs, information boards and staff advice. School and group leaders should use their discretion at all times in providing an appropriate number of supervisory adults to ensure the reasonable behaviour of the children in their group. Birdland offers one free teacher admission per every 5 paying children. Children should be accompanied by an adult at all times.

Visitors must not enter areas that are not open to the public. Disabled access is provided where necessary. For access purposes it is requested that pushchairs/prams are left outside the café.

There is no public road through the park but visitors should be aware of vehicles moving through the park. There is a large amount of water in the park which is all fenced off. If visitors drop anything in the river they should contact a member of staff and not try to retrieve the item themselves. Visitors should not climb on any fences or put their fingers in the aviaries.

Visitors should be aware that some areas can become slippery when wet, particularly the rock work around the penguin pool and the café decking.

### **FIRST AID:**

We have a number of staff with first aid training and the first aid point is situated in the Gift Shop. Many groups carry their own first aid kits to deal with minor cuts and stings and supervisors should be aware of any relevant medical information on members of their group and bring any appropriate medication. Cheltenham General Hospital is the nearest Hospital with A & E facilities.

### **FIRE:**

In the case of fire, staff will ask you to leave by the nearest fire exit, reporting to the fire assembly point at the park entrance. If this is unsafe, a second fire assembly point is located at the staff car park and you will be directed there. Supervisors should ensure that they gather children under their control and keep them in one group, letting staff know if anyone is unaccounted for.

### **MEETING POINTS/LOST CHILDREN:**

Although we do have a tannoy system, it does cover the whole park so we would suggest making a pre-arranged meeting point – there is a park map on the leaflets. Please report a lost child to a member of staff immediately. Advise children to go to the gift shop if they become separated. Let them know all staff are approachable for help and will be wearing uniform with the Birdland logo.

**ANIMAL ENCOUNTERS:**

During the year we run a number of animal encounter days where it is possible to have contact with some of the animals. This is always under the supervision of the staff or visiting specialists. Supervisors need to support the instructions given by the staff to ensure the safety of both pupil and animal. Only those children willing and confident to touch should do so.

Caution should be taken when handling animals to avoid bites/scratches. Visitors should not put their faces against the animals and should always wash their hands after contact. Cover any cuts/abrasions should be covered with a waterproof dressing before contact.

**KEEPER DAYS/WORK EXPERIENCE/PENGUINS:**

During experience days the visitor will be fully supervised by a member of staff at all times. Upon arrival they will be given a full health and safety briefing, including the event of fire or an escaped animal. Appropriate clothing for outdoor work is recommended, as are waterproofs should the weather look changeable. For penguin feeding disposable gloves and apron are provided. The visitor should follow staff instructions fully to ensure an enjoyable and safe experience. The staff are happy to answer any questions that you may have.

**PLAY AREA:**

There are 2 play areas on site. The outdoor play area is suitable for ages 10 and under and the indoor are for 8 and under. Children should be supervised at all times. Shoes should be removed for the indoor play area. All our play equipment is regularly inspected and maintained, with a log kept of all renewals and repairs. The ground surface is designed to limit injury in the event of a fall. Users should be aware that all outside play equipment can become slippery when wet and use of the equipment is done so at the owners risk.