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GENERAL RISK MANAGEMENT FOR ZOOS AND AQUARIUMS

Introduction

Safety and health-related issues have become topics of major concern in today's society primarily because the American public has become more knowledgeable about and sensitive to their existence. This interest and awareness has resulted in legislation and associated penalties that support and recognize the necessity for safe conditions, both in and out of the workplace. Zoos and aquariums, as public attractions with varying workforces, are vulnerable to both visitor- and employee-related risks. As a result, every accredited zoo and aquarium must have a risk management program. Although these programs may vary to some degree, they all have a common purpose and objective, which is to improve safety, minimize risk and, in turn, reduce the potential for financial impact.

Definition

Risk is classified into two categories: pure and speculative. Pure risk is the primary concern of most risk management programs as it can produce a financial loss. Speculative risk is basically a gamble which can either create a loss or a gain. Speculative risk is of concern only to the extent that it influences pure risk management decisions.

Objectives

The basic objective of risk management is to reduce the potential for serious personal injury and the loss of physical assets. Although individual safety is of utmost concern, the consequences associated with injury are measured in terms of financial loss. As soon as an accident occurs, the institution begins to lose money and efficiency. This is usually reflected by an employee's time off the job and/or direct cash outlays to cover medical expenses. In the case of guests, this may translate to medical expenses, as well as legal fees. When physical assets are lost, it results in replacement costs at the current going rate.

It should be understood that there is always the presence of risk. However, it is important that risk takers not risk more than they can afford to lose. They must consider the odds and not risk a lot for a little. More simply put, the size of a potential loss must have a reasonable relationship to the financial resources of the organization that will bear the cost. In addition, the benefits derived from assuming the risk must be greater than the potential loss.

Risk Categories (life and health, property, and liability)

Life and health-related risks are those that present the potential of bodily harm to an employee, a visitor, or even both. Their physical health and welfare are at stake, which often impacts not only the institution but also the family unit. This category is the most prominent among the three in terms of financial allocation. Significant amounts are spent

1 The Louisville Zoo expresses appreciation to the Oklahoma City Zoo for its permission to incorporate the General Risk Management for Zoos and Aquariums section into this document.
regularly on the identification, prevention, and coverage of potential injury-related losses. Property risks are those that relate to an institution’s physical assets such as equipment and structures. Losses may occur as a result of fire, wind, hail, flood, vandalism and theft. Depending upon their value, most assets are insured in an attempt to minimize serious financial consequences. Liability risks are usually those that result from negligent actions or conditions. They may affect both employees and guests and have the potential of being the most costly. Tort claims and other forms of liability settlements are often expensive to insure against. The key to good risk management is identifying risks and then developing ways to eliminate or minimize them. There are numerous techniques for accomplishing this task, the most common of which are accident reports, site observations and evaluations, employee suggestions and the use of trend and data analysis.

Property risks are those that relate to an institution’s physical assets such as equipment and structures. Losses may occur as a result of fire, wind, hail, flood, vandalism and theft. Depending upon their value, most assets are insured in an attempt to minimize serious financial consequences.

Liability risks are usually those that result from negligent actions or conditions. They may affect both employees and visitors and have the potential of being the most costly. Tort claims and other forms of liability settlements are often expensive to insure against. The key to good risk management is identifying risks and then developing ways to eliminate or minimize them. There are numerous techniques for accomplishing this task, the most common of which are accident reports, site observations and evaluations, employee suggestions, and the use of trend and data analysis.

Risk Identification

Accident reports are required by Workmen's Compensation Law. They are the basis upon which accident investigations are conducted and resulting claims are justified. These reports immediately identify hazards that physically exist in the work site or are part of the work process. By tracking and analyzing the accidents identified through these reports, it is possible to detect problems and associated trends. Besides personal injury reports, there are also reports that cover vehicle accidents, property damage, and supervisory investigations of accidents.

When investigating any accident and completing the appropriate report, supervisors must first determine what happened and how it could have been prevented. This activity should take place shortly following the incident (within 24 hours) while everyone’s memory and recollection of the events are fresh. The basic task is to gather all the facts and not create an inquisition that threatens the affected employee or their co-workers. The same applies to incidents involving members of the public. Sensitivity to the situation will result in better cooperation and resolution of the problem. If there are conflicts in information, then a further, more direct, investigation may be required. Site observations and evaluations are usually accomplished through a Safety Committee. This Committee should be composed of both management and non-management employees and is an invaluable tool in the detection of risk and the communication of safety protocols. It is usually the committee that will first be alerted to unsafe conditions by employees. It becomes the Committee's task to regularly inspect both work and public areas for the purpose of identifying potential risks and reporting them to top management. This
essentially involves the inspection and review of tools and equipment, work materials, work sites, work processes, and employee work habits.

Trend and data analysis is based on information collected from personal injury, vehicle accident, and property damage reports. When properly formulated and examined, these analyses, which are usually in the form of graphic or statistical illustrations, will expose repeated safety infractions and incidents. In addition, they provide an estimation of the probability of risk and associated loss. Once detected, a concentrated effort can be organized to address problems so they may be effectively reduced or eliminated. Certainly another important function served by trend and data analysis is that it represents a method for measuring the true success or failure of an institution's risk management program.

**Risk Elimination/Reduction**

Risk elimination or reduction is the process of examining those methods available for resolving risk problems and implementing the best ones. Trend and data analysis will aid in the establishment of a "hazard priority" list so that the most serious issues can be addressed first. Priority should be based on frequency (How often does it happen?), consequences (What is the impact?), causes (Why did it happen?), and controls (How can it be prevented?). Answers to these questions must be identified before problems can be corrected. This will usually involve the combined knowledge and talents of those individuals familiar with each situation.

Employee training is perhaps the most successful method that can be utilized in risk management. When an individual is knowledgeable and sensitive regarding safety in both the workplace and public areas, the fewer incidents there will be. Training may be conducted through organized sessions, flyers and handouts, video tapes and films, on-the-job instruction, and the utilization of professional services. Good hiring practices will also assist in the procurement of qualified, safety-conscious employees. Management should always insist that employees practice safe working habits and in turn, the employee should be assured that management will provide a safe working environment. Just as importantly, the visiting public must be assured that both management and non-management employees will provide them an experience that is safe and pleasurable.

**Program Implementation/Evaluation**

Every institution should have a risk management policy and procedures manual which provides guidelines and criteria for implementing the institution's risk management program. In addition, this document should be accompanied by a safety manual which contains detailed descriptions of the institution's various safety practices and procedures. These materials will provide a strong foundation upon which to implement and monitor risk management efforts. In time, this will result in safer working conditions and practices.

**Risk Financing**

The financial coverage of a risk-related loss may be addressed in a variety of ways. For instance, an institution may choose to be self-insured, which entails setting aside a financial reserve that would cover any loss. Self-insurance does not require cash payment to others and as a result may be favorable to some institutions. The difficulty
with this approach is that it is impossible to guarantee sufficient funds will always be available in the reserve to cover a loss or claim of substantial size.

The most popular and effective method of risk financing is to transfer the cost of loss to professional insurance companies. The use of insurance provides a method for institutions to endure the financial impacts that may result from risk-related accidents. Insurance companies agree to provide this coverage for a specified sum of money known as "the premium," which is paid by the institution, referred to as "the insured." Premium amounts are proportionately based on the amount of risk or potential loss that is being covered or has historically been experienced. In other words, the higher the risk, the greater will be the premium. Although a premium rate may be established for a given period of time, if more loss is encountered than was originally anticipated, the premium will most definitely go up. On the other hand, if risk-related accidents are fewer than anticipated, premium rates are reduced. The elimination of risk associated loss, therefore, is the most prudent method of controlling premium costs. Insurance carriers are usually selected through a request for proposal (RFP) process rather than competitive bids. This requires that a set of specifications first be developed that identify the desired coverage being requested. Without this, a company has no basis on which to formulate its proposal for services or fees. These specifications are often accompanied by an additional list of criteria or minimum standards which describe how qualified insurers or their representatives will be judged. In any event, the most important factors to determine are the types of coverage the company generally provides, its national financial rating, its history for satisfying claims, and its basic premium or fee structure.

The ultimate goal is to select an insurance carrier that can provide coverage and services compatible with the institution's needs at the lowest possible price. The use of a high deductible is also recommended since it will reduce the total amount required for premiums. This practice permits the institution to essentially be self-insured for the minor losses and allows the carrier to underwrite the remaining. Finally, an institution's insurance programs should be reviewed on a regular basis to insure that coverage is adequate and premium costs are appropriate. Risk management is everyone's job. Regardless of whether an employee is part-time, full-time, management, or non-management, everyone has a stake in safety. When implemented properly, an organized and well-defined risk management program will provide an environment free of potential hazards and resulting financial loss. Remember to think safety as employees and visitors are an institution's most valuable assets.

The Louisville Zoo’s risk financing is covered through Louisville Metro risk financing, which is the responsibility of the Metro Risk Management Department.
LOUISVILLE METRO RISK MANAGEMENT POLICY & PROCEDURES

Metro Government recognizes the need for and benefits gained from the application of sound risk management principles to manage those risk exposures created by its multifaceted operations. This manual is to be used as a reference for all Metro departments and divisions, and agencies where Metro is fiscal agent, for implementing its Risk Management Policy & Procedures.

Metro’s Risk Management Policy

Metro’s Risk Management policy is to identify Metro’s property and liability risk exposures, design and monitor methods to minimize certain accidental losses, and analyze and determine the most cost effective methods for financing losses.

What Is Risk Management?

Risk management is a continuous process aimed at minimizing the adverse financial consequences caused by accidental losses (claims). It is both a managerial process, which requires planning, organizing, leading, and controlling the resources and activities, and a decision-making process. This process involves a systematic, continuous approach to identifying risks and exposures to loss; evaluating the significance of these risk exposures to the Metro; selecting the appropriate risk management technique (or combination of techniques) to most effectively manage the exposure; implementing the most cost effective technique for reducing or eliminating the exposure; and monitoring the results to assure that the total cost of risk is reduced. Total cost of risk is defined as:

- The Risk Management Division’s administrative cost
- + Cost of risk control (safety measures)
- + Cost of Self-Insured losses
- + Cost of Insurance or other risk financing alternatives (Pools, Trusts, etc.)

Metro’s Risk Management Objectives

The central focal point of the Metro’s Risk Management Program is to preserve Metro’s financial assets by assisting departments in implementing and utilizing sound risk management principles. The Risk Manager is responsible for carrying out the following objectives to accomplish this goal:

1. Guiding Metro’s Administration in establishing a Risk Management Policy.
2. Clearly outlining Metro’s Risk Management Policy and establishing clear and concise procedures to be followed by all Metro departments and employees to achieve the policy goals (via this manual).
3. Planning, organizing, and directing the resources of the Risk Management Division.
4. Advising Metro’s Deputy Mayors, Cabinet Directors, Department Directors and Supervisors to teach them proper risk management principles and techniques and assisting them in making decisions within their areas of responsibility to reduce or eliminate potential loss to all Metro assets and employees.
5. Establishing areas of responsibility and channels of communication on risk management matters throughout Metro.
6. Apportioning the total costs of risk among Metro departments in ways which provide budget incentives for reducing losses (claims) and encouraging safety practices.
Although the primary responsibility for decisions regarding risk management originates from the Metro's Risk Management Division, it is essential that all managers and employees throughout Metro carry out these risk management policies through their daily work efforts. The most effective way to reduce losses is for Metro employees to make every effort to create a safe work place environment, identify potential safety hazards, and take corrective action to prevent injuries and losses from happening.

Metro’s Risk Management Policies

**Recognizing risks** – The most difficult challenge of managing risk is to identify where risk exists in Metro’s operations. Risk cannot be reduced until it is identified. The Risk Management Division relies on supervisors and staff to identify what risks in their operations can cause losses and to contact us to assist them in evaluating ways to reduce the risk. Metro’s policy is that whenever departments undertake new projects that may create a substantial risk of loss, the Risk Management Division should be notified prior to implementation.

**Avoiding risks** - When undertaking new projects or activities or evaluating whether to continue existing ones, departments, with the assistance of the Risk Management Division, should evaluate to make sure the benefits to be gained exceed or are at least equal to, the potential risk of loss created.

**Risk control** - Metro’s policy to control loss/claims potential is for supervisors and staff to utilize loss prevention and reduction techniques to make their operations as safe as reasonably possible. Examples of utilizing loss prevention techniques include installing sprinkler systems in all new buildings constructed or undergoing major renovation to reduce fire risks, and providing driver training to Metro drivers who operate specialized vehicles and equipment. Loss reduction examples include protecting Metro property after an accident (e.g., temporarily covering a roof damaged by a storm to prevent water damage to the inside of the building). Metro’s Occupational Safety & Health (OSHA) compliance division assists with risk control by being responsible for encouraging all departments to follow OSHA regulations and advising on safety issues.

**Retaining the risk (via self-insurance)** - It is the general policy of Metro to self-insure its loss exposures in most circumstances, rather than purchasing insurance, and apply appropriate loss prevention efforts to minimize claims. Generally, because of the inherent benefits of self-insurance, insurance is only purchased on an excess basis for catastrophic losses, above a large deductible.

**Non-Insurance Transfers** - Whenever Metro purchases a product, acquires the services of contractors, or allows others to hold Special Events on Metro properties, Metro uses the non-insurance transfer technique in the contract or agreement. It involves using hold harmless and indemnification language in contracts to transfer Metro’s risk to others who actually create the risk by the product they sell or services they perform for us, unless the loss is caused by the Metro’s negligence. In most cases, Metro will require that other party purchases commercial insurance to pay for claims they’ve agreed to indemnify Metro for in the contract. To accomplish this goal, Metro policy requires departments to send all purchase bid requests and contracts for services to the Risk Management Division’s Contract Analyst for review and analysis, before purchasing goods or services.
Pre-approving vehicle drivers- Metro's policy is to restrict operation of all Metro owned or leased vehicles to regular employees authorized to operate such vehicles by their department directors. The scope of operations authorized is defined in the Metro's Vehicle Use and Assignment Policy (see auto liability section). Any employee who violates this policy will be subject to disciplinary action, including termination. Department directors are responsible for assuring that all vehicle operators have a valid State driver’s license, and are properly trained and qualified to operate Metro equipment.

This policy statement shall govern all risk management decisions made by managers and employees in Metro government.

Insuring Metro Property and Reporting Damage or Losses to Risk Management Division

Metro departments are responsible for keeping the Risk Management Division appraised whenever they purchase or lease buildings at new locations, or make significant renovations to existing buildings so that these property values can be added to the Metro's property coverage.

Additionally, whenever departments suffer damage or theft to Metro property, including storm damage to buildings, vehicles or mobile equipment, or fire or water (flood) damage to buildings/contents, they must immediately report the damage to Risk Management.

Because Metro has a large deductible for all property losses, it has established a self-insured fund for payment of real property (buildings and other permanent structures), business personal property (furniture and other office equipment including information services equipment), mobile equipment (vehicles for off-road use), and boiler and machinery losses and has purchased Excess coverage to supplement the self-insured fund. The excess protection is purchased from the Louisville Area Governmental General Insurance Trust (LAGGIT).

All Metro Departments must report any damage which occurs to Metro owned buildings and equipment to the Risk Management Division as soon as it is discovered, since Metro’s insurance policies contain a condition which requires the Metro to report claims to the insurer (LAGGIT) as soon as possible, so that they can begin an investigation. If the General Services Administration (GSA) Department is responsible for maintaining the department’s buildings, please notify them at the same time. Additionally, we have a duty to mitigate (lessen) our losses, so departments must make every effort to protect damaged property from sustaining further damage.

In cases where the damage or theft is caused by one of the following perils, the Department will be responsible for paying the first $2,500 of any covered loss, and the remainder of the deductible portion of the loss will be paid out of the Metro’s self-insured property fund:
- Fire and/or lightning;
- Vandalism or malicious mischief (if the department contacts the LMPD and has a Basic Incident Report completed);
- Windstorm;
- Hail;
- Tornado;
- Smoke damage caused by fire;
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- Explosion;
- Theft (if a Basic Incident Report has been completed);
- Water damage, including Flood;
- Earthquake;
- and possible additional perils depending on the coverage purchased by Metro.

Note: All losses caused by normal wear and tear, improper maintenance or abuse, unexplained or mysterious disappearance, shortages upon taking inventory, improper security, failure to safeguard tools, etc. are not covered.

Department Procedure for Reporting Property Losses

The department must notify the Risk Management Division, in writing, describing the type of loss and specific details (including date and time, if known) as to cause of loss, as soon as possible after discovering the loss.

If an emergency repair must be made to protect the property from further damage, the department must act promptly to have repairs made by contacting the GSA Department, if applicable, or arranging for emergency repairs independently (subject to the Metro's procurement process), since we have an obligation to mitigate (lessen) our damages. In non-emergency situations, prior approval for repair must be obtained from Risk Management before effectuating repairs, to protect our insurance recovery rights.

In ALL situations, the department should take photos (preferably digital) of all property damaged, to be used as proof in the insurance claim. (If the department does not have a digital camera, contact Risk Management to request photos be taken at the site).

Risk Management will determine if a claims adjuster must survey the damage, and will coordinate that with department personnel and/or GSA. They will then review the loss and determine whether the amount of loss is expected to exceed the Metro's deductible ($250,000, except for Flood), and if so, notify LAGGIT, and send a copy of the Department Director's description of loss and any repair estimates to the claims adjuster. If the claim is not expected to exceed the deductible, the expenses directly associated with the damage will be paid out of the Property self insurance fund, in excess of the department's $2,500 deductible, if the direct physical loss is caused by one of the insured perils. If not, the Department must replace and/or repair the damaged property from their budget. After a damage assessment, Risk Management will notify the Department Director as to whether the claim is covered or not. If denied, the reason will be given.

If the expenses are covered, the Department must replace the damaged property, in order to obtain reimbursement for the expense to their budget. Except for unusually large expenses, the Director must purchase replacement property and forward copies of the paid invoices along with a copy of the completed-signed Payment Document to the Risk Management Division, identifying the appropriate LEAP Cost Center to be reimbursed, and will be reimbursed above the $2,500 department deductible. (For unusually large claims expenses, contact the Risk Management Division for specific instructions). The Risk Management Fund will only reimburse for equipment that most closely resembles the damaged equipment, and will not pay for upgraded equipment. Should the Department wish to upgrade equipment, they may do so by supplementing the insurance reimbursement from their department budget.
LOUISVILLE ZOO RISK MANAGEMENT POLICY AND PROCEDURES

Introduction

By the nature of its mission, the Louisville Zoological Garden (Zoo), an agency of Louisville/Jefferson County Metro Government (Metro), is exposed to a wide range of risks that can impact financial stability. Risks include property destruction, theft, natural disasters, key staff disabilities, animal escapes and guest accidents. In order to manage these risks and safeguard the financial stability of Metro/Zoo, policies, procedures and safety guidelines have been developed to protect staff, guests, facilities and equipment.

Pursuant to the Occupational Safety and Health Act, employers must comply with safety and health standards promulgated by OSHA or by a state with an OSHA-approved state plan. In addition, pursuant to Section 5(a)(1), the General Duty Clause of the Act, employers must provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm. Employers can be cited for violating the General Duty Clause if there is a recognized hazard and they do not take reasonable steps to prevent or abate the hazard.

An employer is responsible to provide a workplace free from recognized hazards. Kentucky’s Field Operations Manual (FOM) gives guidance to the compliance officers when assessing if a hazard was recognized. The FOM provides that hazards must be recognized in one or more of the following ways: by industry recognition, i.e. the hazard is well known in the industry, the employer may have actual knowledge of the hazard, or finally, common sense recognition may be applicable. This type of knowledge is necessary when issuing a violation of the “general duty” clause.

In workplace situations where there is a hazard recognized by professional organizations or common sense, but is not specifically addressed by OSHA standards, professional guidelines may be used to prevent or abate the hazard per the Recognized Hazard concept in OSHA’s General Duty Clause.

One key concept that has become prominent in the Zoo profession is the concept of “Recognized Hazard.” The Louisville Zoo is accredited by the Association of Zoos and Aquariums (AZA) and it is through this professional relationship that the Zoo is able to keep abreast of and work to mitigate those “Recognized Hazards” in our profession. The Zoo is bound by AZA’s Accreditation Standards and Related Policies, which encompass a multitude of topics, including employee safety and health.

As an agency of Louisville/Jefferson County Metro Government, the Louisville Zoo follows all Metro OSHA policies while developing site policies based upon the “Recognized Hazards” of our profession. The Zoo strives to prevent fatalities, injuries, and illnesses through a system focused on hazard prevention and control, worksite analysis, training, management commitment and worker involvement. The Zoo is committed to ensuring that all employees are provided equal, high-quality safety and health protection. To that end, the Zoo works in conjunction with Metro OSHA to implement and evaluate the safety and health management system in order to:

- Maintain knowledge of the hazards of the worksite.
- Maintain knowledge of the effectiveness of system elements.
• Ensure completion of recommendations.
• Modify goals, policies, and procedures.

The policies and procedures of the Zoo related to risk management are contained in this Risk Management section of the Emergency Preparedness Plan. These policies and procedures are intended to supplement the policies and procedures of Metro (included in this document) by which the Zoo abides. Nothing contained in these rules shall be construed as to deprive Metro of any of its authority or jurisdiction.

These policies and procedures are presented as a matter of information, are intended to provide consistency in operations throughout the agency and should not be construed as an all-inclusive agreement. The Zoo reserves the right to change these policies and procedures without notice.

The Director of the Zoo has the authority and responsibility for developing, administering and interpreting policies and procedures subject to the provisions as stated in the policies entitled P&P Manual-Authority and Responsibility, P&P Manual-Purpose and P&P Manual-Scope, which are contained in the Institutional Policy and Procedure Manual – P&P General. All employees are responsible for knowing, understanding and adhering to Metro/Zoo policies and procedures.

The provisions of any policy and procedure contained in this section or the overall Emergency Preparedness Plan shall not supersede the provision of any Federal, State or Local law. If conflict exists, the applicable Federal, State or Local law shall prevail. Should any part of this rule be found to be illegal and unenforceable, all other parts of the policies and procedures shall remain in full force and effect.

Regulatory

There are numerous Federal, State and/or local laws, regulations, standards, codes and programs with which the Zoo must be in compliance, including the following:

1. Building code compliance through Metro Department of Inspection, Permits and Licenses.
2. Electrical codes.
3. Plumbing codes.
4. HVAC codes.
5. Federal and State OSHA standards.
9. USDA Licensee: animal operations; trains and trams.
10. Kentucky Department of Agriculture; trains, carousel, other amusement attractions.
11. FCC Licensee: two-way radios.
14. State Hazardous Communication Program.
15. YMCA Shelter House Safe Place Program.
16. The Zoo must monitor on-site contractors and vendors to ensure compliance with required licensing, regulatory, legislative and insurance standards.
Specific departments have responsibility for ensuring the Zoo’s compliance with and maintaining information concerning these issues.

**Emergency Procedures**

Numerous emergency procedures have been developed to ensure the safety and security of guests, staff and the animal, botanical and non-living collections, including:

- Animal Emergency Procedures
- Bomb Threat Emergency Procedures
- Critical Incident Reactions
- Emergency Communications Procedures
- Fire Emergency Procedures
- First Aid Emergency Procedures
- Heat Emergency Procedures
- Hostage Situation Emergency Procedures
- Lost/Found Child Emergency Procedures
- Natural Disaster Emergency Procedures
- Protester/Heckler Emergency Procedures
- Weekend Emergency Procedures

Refer to the [Emergency Procedures](#) section of the [Emergency Preparedness Plan](#) for complete procedures covering these emergency situations.

**Safety and Security Procedures**

Numerous safety and security procedures have been developed to ensure the safety and security of guests, staff and the animal, botanical and non-living collections, including the following:

- After-Hours Access and Assistance
- After-Hours Use of Animal Areas
- Animal Collection Safety and Security
- Authority for Zoo Operations
- Botanical Collection Security
- Confined Space Entry
- Controlled Drugs
- Elephant Visitation Protocol
- Emergency Life Support for Animal Collection
- Employee Health Program – Zoonotic Disease (includes TB testing/surveillance)
- Employee In-Service Training Program
- Employee Occupational Safety and Health Program
- Employee Off-Duty Access
- Employee Safety and Health Tips
- Fall Protection
- Free-Ranging Birds
- Gasoline
- Ground Fault Interrupt
- Guest Rules and Regulations
- Hazard Communication Program
- Hazardous Materials Handling and Disposal
Health and Safety – Disease Control for Animal-Public Contact
HerpAquarium Safety Procedures
Keeper Scheduling
Lockout/Tagout Energy Control Program
Locks/Keys
Non-Living Collection Security
Ozone and Sodium Hypochlorite (chlorine) Procedure
Pets on Zoo Property
Postal Security
Power Outage
Primate Policy
Public Contact with Animals Policy
Respiratory Protection Program
Restricted Entry – Animal Areas
Safe Place
Safety Committee
Safety/Security
Safety Training
Service Animals
Service Gates
Train Track Safety
Unattended Children
Vehicles
Weapons
Work-Related Injuries
Zoonoses and Employee Health Manual

Refer to the Safety and Security Procedures section of the Emergency Preparedness Plan for complete procedures covering these safety/security situations.

Safety Committee

The Louisville Zoo established a Safety Committee in February 2001. Committee members were appointed by the Director, as follows:

Permanent Members: Assistant Director, HR Administrator, Guest Services Coordinators.
Life Members (one representative from each area): Maintenance/Horticulture, Animal (Union), Administrative, Metro OSHA.
Minutes-Taker: To be determined by Committee.

It was established that members would serve for a designated term and rotation of members would occur, as determined by the Committee.

The major elements of the Safety Committee were identified, as follows:
1. Management commitment and employee involvement.
2. Worksite analysis.
3. Hazard prevention and control monitoring.
4. Safety and health training.
5. Employee education recommendations.
The primary function of the Committee would be to make recommendations to the Director for the overall safety of the institution. This would be accomplished as follows:

1. Review and evaluate Zoo operations at least annually.
2. Review facilities and equipment.
3. Plan and evaluate employee safety training.
4. Recognize employees who make an effort to improve safety.
5. Monitor incidents of both guests and employees.
6. Document and provide reports to the Director at regular intervals.

Meetings would be held on a quarterly basis with a chair appointed to conduct the meetings. Agendas would be utilized in order to generate discussion on relevant topics. The Committee would offer employees the opportunity to attend meetings to discuss safety issues and concerns.

Safety Training

As a part of their required orientation training, new employees receive training on Hazard Communications and Bloodborne Pathogens, as well as Code 13 and Natural Disaster emergencies. Orientation sessions are conducted on a monthly basis, March-October, and as needed at other times during the year. The following is a listing of safety training conducted on an ongoing basis:

1. Hazard Communications (monthly, March-October), conducted by Zoo’s HR Administrator.
2. Disease Control for Animal-Public Contact (monthly, March-October), conducted by Zoo Vet.
3. Zoonoses and Employee Health (monthly, March-October), conducted by Zoo Vet.
4. Bloodborne Pathogens, conducted during Zoo orientation.
5. CPR, First Aid, Infant/Child CPR, AED (as needed for recertification), conducted by a Metro OSHA Representative.
6. Fire Extinguisher Training, conducted by a Metro Fire Department fire chief.
7. Fire Safety (once yearly), conducted by a Metro Fire Department fire chief.
8. Self Defense, conducted by the Metro Police Department.
9. Workplace Violence, conducted by a Metro HR Department Educator.
11. Worker’s Comp (once yearly), conducted by a Metro OSHA Representative.
12. Confined Spaces (once yearly, for staff needing this training), conducted by a Metro OSHA Representative.
13. Ground Water Training (once yearly, for staff needing this training), conducted by the Louisville Water Company/MSD.
14. Asbestos Training (once yearly, for staff needing this training), conducted by Metro OSHA Department.
15. Lockout/Tagout Training (once yearly, for staff needing this training), conducted by Metro Electrical Maintenance Department.
16. Electrical Safety (once yearly, for staff needing this training), conducted by Metro Electrical Maintenance Department.