

Preventing or Controlling Ill Health from Animal Contact at Visitor Attractions
Industry Code of Practice Version 3 (March 2021)

The following checklist can be used to help you to address issues and keep your customers safe from exposure to microbiological contaminants and zoonoses. (For reference: we haven't included the 'Play Area' checklist points, as we do not have play areas on site).

Topic	What's currently in place?	Evidence	Further Actions?
Risk Assessment			
Has a site specific risk assessment been completed which identifies and addresses the significant risks on site?	Specific site risk assessment. Plus risk assessments for specific tasks, projects.	Link to risk assessment	<i>Review annually, or following an accident/incident or any site changes.</i>
Policy			
Is there a policy which sets out the approach to maintaining visitor safety? A policy usually comprises of 3 main areas: 1. A statement of general policy on health and safety which sets out your commitment to managing health and safety, and what you want to achieve. 2. A responsibility section which details the roles and responsibilities of your staff with regards to specific health and safety actions. 3. An arrangements section which sets out the detail of what you are going to do in practice to achieve the aims set out in your statement of general policy.	H&S Policy including all points listed.	Link to policy	<i>Review annually, or following an accident/incident or any site changes.</i>

Visitor Information			
Are visitors provided with adequate information on: a) The health and safety risks on site e.g. risks from zoonotic disease etc b) The control measures in place e.g. double fencing, washing facilities, designated eating areas, signage etc before they are exposed to those risks and control measures? Information can be provided to visitors in a number of ways. The attraction's website, audio and video, site maps, staff t-shirts, handouts, signage and verbal explanation may all have a part to play. Attractions should not rely on one method (e.g. signage) to convey crucial health and safety information to visitors. Leaflets or pre-visit packs should be provided to schools and other organised groups to aid planning	'Visit us' page on website includes a downloadable leaflet from DEFRA 'Avoiding infection on farms' and a site map. Staff and volunteers wear clearly identifiable uniform and are on hand to sign post and supervise visitors. Signage clearly shows visitor access areas and displays handwashing Schools book in advance and are emailed our risk assessment, safety guidelines and the DEFRA leaflet (also all available on our schools webpage. A-boards showing when entering and leaving an animal zone and where the feeding area is.	Visitor webpage DEFRA leaflet Photo of signage  Schools webpage	<i>Applying for funding for new Farm map to include visitor routes, animal zones, hand washing and toilets.</i>
Premises Layout and Routes			
Prevent visitor access to high risk areas. Are the public access areas segregated from the main higher risk work areas and moving vehicles? Any areas to which members of the public do have access should have risks properly controlled.	Yes, we have a clear visitor route around the Farm. No access to the muck heap area or back of horticulture area where machinery may be in use. Main visitor entrance is via Thames path. Staff vehicles come on and off site outside visitor access times. Deliveries on site supervised by staff.	Photo of no entry sign/gate 	

Are the visitor routes around and through the attraction clearly defined? Clearly defined routes allow for better control over visitor movements. Routes may be defined by a mixture of pathways, signage, fencing and supervision.	Signage and arrows on the paths clearly show the visitor routes. Fencing and gates prevent access to non-visitor areas.		
Are the visitor routes kept reasonably clean and free from build-up of animal faeces? Sensible hygiene practices indicate that visitor routes should be clean to minimise risks of contamination of hands and footwear and reduce transfer of faecal matter to other areas of the attraction such as eating or play areas. A system to monitor walkways for signs of faecal contamination, and then where necessary clean them should be in place.	Yes, visitor paths are swept daily. No play areas on site and eating areas well away from animals. Duty staff member carries out regular checks of visitor areas.		
Are washing stations clearly signposted on the route around premises?	Yes, arrows to nearest hand washing stations and directional signage.		
Are the different areas of the attraction clearly defined? These include: • “Animal contact” areas (areas where animal contact is allowed or encouraged e.g. petting or feeding areas). • “Look and see” areas (areas where animal contact may not be intended but is still possible) e.g. paddocks, pens or fields where animals are kept. The risks from such areas still need to be controlled. Many attractions may opt make these areas into “non-contact” areas by double fencing and so preventing animal contact. • “Non-contact” areas (areas where animal contact must be prevented e.g. eating or play areas).	The visitor route includes just one animal section, with hand washing at either end. A-boards showing when entering and leaving an animal zone and where the feeding area is.	Photo of animal feeding signs: 	

Are visitors prohibited from eating, drinking and smoking in the “animal contact” areas? Eating, drinking and smoking in “animal contact” areas should be prevented. This can be achieved by a combination of adequate supervision, signage, and where necessary challenging visitors who do not adhere to these site rules.	The whole farm is a no smoking site. Signage displayed to enforce.		
Is contaminated bedding or run-off prevented from contaminating walkways or other visitor areas? Pens with solid lower level boarding can reduce the spread of faecal matter to pathways and other visitor areas.	Yes. Livestock team carry out regular checks and clean paths as required.		
Are animals deemed unsuitable for contact with visitors (e.g. sick, ill or aggressive animals) properly segregated so that they cannot come into contact with visitors?	Yes, isolation areas are out of visitor access areas.		
Is there adequate supervision of “animal contact” areas at all times while they are used by visitors? Visitor contact with animals should be supervised by site staff. Staff should understand the required control measures before, during and after visitor contact with animals.	Yes, staff and volunteers on site at all times to monitor interactions. All staff and volunteers carry out H&S induction.		
Are suitable hand washing facilities located so that they can be used immediately after visitors leave “animal contact” areas? Visitors should be able to wash and dry their hands using hot and cold or warm water, liquid soap and paper towels / hand dryers immediately after contact with animals. If washing facilities are not conveniently located next to “animal contact” areas they may not be used by visitors after leaving “animal contact” areas.	Yes, hand washing stations located at high contact areas and exit of ‘animal contact’ areas. All hand washing stations include warm water, liquid soap and paper towel access.		

Are visitors reminded to wash their hands when leaving “animal contact” areas? Visitors can be reminded to wash their hands after animal contact / when leaving “animal contact” areas by displaying highly visible signage placed in prominent locations at the exit points to “animal contact” areas, and by verbal reminders from supervisors in the “animal contact” areas. Reliance should not be placed solely in signage to convey this important message	Yes, through signage and by shop volunteers when selling animal feed.		
Pen divisions and gates in “animal contact” areas should be regularly cleaned in order to reduce the risk of spreading microorganisms. A cleaning schedule should be put in place to ensure that pen divisions and gates in “animal contact” areas are cleaned periodically. The frequency of cleaning should be determined by risk assessment but influencing factors will include the number of people visiting the “animal contact” areas. Putting in place a system to record when cleaning takes place is a useful aid to monitor that cleaning is taking place according to schedule.	Livestock team clean areas and keep daily records of this.		
“Look and See”			
Have all “Look and See” areas around the attraction been identified and action taken to assess and control risk? It is considered reasonably practicable in many cases for these areas to be double fenced. This is the best form of control measure as it prevents visitor contact with animals or potentially contaminated fencing but will not impact on visitor experience.	Not currently separating like this. But the pig area is technically a ‘look and see’ area. Double fencing and signage prevent touching.		<i>Review whether to include ‘look and see’ areas?</i>

Eating Areas			
Are visitors in eating areas prevented from making contact with animals in adjacent areas? This can be achieved by provision of double fencing. Remember to consider the location of temporary eating areas such as ice cream vans and sweet kiosks. Eating in areas where contact with animals is possible should not be permitted	Eating areas are all well away from the animals.		
Are suitable hand washing facilities located so that they can be used before visitors enter eating areas? Visitors should be able to wash and dry their hands using hot and cold or warm water, liquid soap and paper towels / hand dryers before using eating areas. If washing facilities are not conveniently located near to eating areas they may not be used by visitors.	Yes (further details above)		
Are visitors advised to wash their hands before eating or drinking? Information should be provided to visitors reminding them to wash their hands before eating, drinking or smoking. Signage placed around the site and especially at entrances to eating areas may be one way to remind visitors of this message.	Yes. Signage at entrance/exits.		

Washing Facilities			
Washing facilities should comprise of the following: • Hot and cold, or warm, running water • Dispensable liquid soap (bars of soap are not suitable as they can become contaminated and may increase the microbiological risk) • Paper towels, pull down material towels or hand dryers Any deviation from provision of hot and cold or warm water (i.e. provision of only cold water) should be on a risk assessment basis and then only for attractions that open on an occasional basis in the summer. Re-usable hand towels are not acceptable. Liquid soap and safe means of drying hands should always be provided at every washing station. It is not acceptable to provide bowls of water for visitors to wash their hands. Using bowls of water rather than running water increases the risk of passing on contaminants.	Yes, all hand stations include warm water, liquid soap and paper towels.	Photo of hand washing station: 	
Have a sufficient number of washing facilities been provided? Are they provided in the right locations, adjacent to the areas where they are required i.e. “animal contact” areas, play areas, eating areas, exit to the premises?	Yes		
Anti-bacterial wipes or gels are not a suitable substitute for hand washing. They do not provide the same level of protection against zoonotic infection. Wipes and gels should never be provided as a substitute for handwashing facilities. This is unacceptable. Ideally wipes and gels should not be provided at all. They should certainly not be provided in locations away from washing facilities. To do so risks visitors using wipes or gels as an alternative to hand washing.	No wipes or gels provided.		

Are all wash stations clearly signposted? Wash stations should be located near to areas where the risk of infection is higher or where the need to wash hands is greater (e.g. “animal contact” areas, eating areas). As such they should be clearly visible and signage marking that they are wash facilities for visitor use should be provided and prominently placed. Where wash facilities are not immediately visible when leaving an area of risk e.g. “animal contact” area, highly visual signage should be prominently placed to direct visitors to the clearly labelled nearby washing facilities.	Yes		
Is the water used in hand washing allowed to drain away quickly? Re-using used hand washing water must not be possible. Bowls of water should not be provided for handwashing as this does not adequately control the risk of contamination. Running water should be used when hand washing.	Yes		
Are there signs displayed at all hand washing stations to instruct on hand washing techniques? Poor hand washing techniques may not remove contamination from hands. Signage displayed at all washing stations showing how to properly wash hands can help to reduce the risk by ensuring that visitors understand how to properly wash hands.	Yes	Photo of signage: 	
Are washing facilities cleaned at suitable intervals depending on use, and at least on a daily basis? Failure to properly clean washing facilities can lead to spread of microorganisms that cause disease.	Cleaned daily every morning before opening. Checked once or more during visitor opening hours (depending on visitor numbers), cleaned again as needed.		<i>Set up cleaning records for cleaner and duty staff to complete after daily toilet, hand washing station cleans.</i>

Where required to dispose of paper towels etc, are open or pedal top bins provided in or next to washing areas? Open top or pedal operated bins eliminate the need to touch the lids of bins and so reduce the risk of hand contamination after washing.	Pedal bins available at hand washing stations.		
Are there facilities in place to clean wheelchairs, pushchairs or footwear as necessary? Ideally such facilities should be located close to the exit from the attraction so that visitors can use the facilities before they leave the premises. Visitors should also be able to wash hands after changing footwear etc.	Boot and buggy wash areas at exit of animal contact zone.	Photo of boot & buggy wash: 	
Staff Training			
Have staff (including any temporary staff) working at the attraction had sufficient training in order to carry out their role? Staff should understand basic health and safety information regarding their role such as: 1. Which areas on site are “animal contact” areas, “look and see” areas and which are “non-contact” areas 2. The location of visitor wash stations on site 3. Areas where visitors are and are not allowed to go 4. Areas where hand washing must occur e.g. after animal contact, before using eating areas etc 5. The reasons why hand washing is important 6. Understanding the nature of the health risks from animals e.g. zoonoses, and how infection is passed to humans 7. Explain how the above safety critical information is given to visitors who use the attraction Staff should have been trained in the 7 areas above and on any specific responsibilities that they have at the attraction	Yes, all staff are fully inducted.	Training records	

Are staff (including temporary staff) able to explain how to manage difficult and uncooperative visitors? Most visitors at attractions will be well behaved. However difficult or uncooperative visitors may endanger themselves or other visitors e.g. repeatedly ignoring requests to wash hands after being in “animal contact” areas or before eating etc may spread contamination and put themselves or other persons at risk. The attraction should instruct its staff on what they should do if they encounter difficult or uncooperative visitors.	Staff wear navy uniform, volunteers wear green uniform. Staff trained in how to work with visitors, duty staff member always on site and responsible to deal with any conflict management.		
Supervision of Visitors			
Are there sufficient levels of supervision in key areas of the attraction e.g. “animal contact” areas, in order to ensure that visitors adhere to site rules? Trained supervision for higher risk areas such as “animal contact” areas is an important part of ensuring that risk is controlled. You should consider whether supervision may also be needed at washing stations.	Staff and volunteers on site to supervise visitors.		
Livestock Management			
Are there procedures for managing the animals and animal housing at the attraction? Poor management of livestock can increase the risk of visitors being exposed to microorganisms that can cause disease. Procedures should be in place which consider issues such as: • Managing bedding in animal housing to prevent build-up of faecal material • Cleanliness of the animals • How bedding in animal housing should be changed to avoid spreading contamination around the site • How sick/pregnant/stressed animals are managed to minimise risk of any infection being spread to visitors • Checking the animals for signs of illness / stress etc • Proactive and reactive veterinary input into the management of animals	Livestock Manager oversees all these points with team of livestock staff and volunteers. Annual animal welfare inspections, cleaning and health records kept.		

Are animals reasonably clean and are their pens without a build-up of faecal material? Cross contamination risks increase where animals are dirty.			
Manure and Compost Heaps			
Are manure and compost heaps and their liquid run-off managed and segregated? Is the spread of faecal matter prevented? Where possible locate manure and compost heaps away from pedestrian routes. Wherever they are located, visitor access should be prevented, and liquid run off to areas where pedestrians use should be prevented.	Yes. No visitor access to manure heaps. Ramp over run-off from pig field.	Photo of ramp over field run-off point: 	