

Managing Public Animal Contact

Industry Code of Practice v3 – Preventing or Controlling Ill Health from Animal Contact at Visitor Attractions Linked.

This guidance should be read in conjunction with the Industry Code of Practice version 3 – “Preventing or Controlling Ill Health from Animal Contact at Visitor Attractions”. The guidance assumes a working knowledge of the contents of this guidance. It is suggested you familiarise yourself with this ICoP prior to reading the content of this document. A copy of this ICoP can be downloaded from the NFAN Website.

Any person making contact with animals, their enclosures or faeces is a high-risk activity is exposed to the possibility of zoonotic infection unless they take the steps to clean the contaminated items such as hands, footwear or clothing. It is our duty to ensure we have advised them and assisted them to take the steps required.

It is understood that we cannot COMPEL the public to take sufficient care in their hygiene, but the operator remains liable if it is considered sufficient steps and care has not been taken.

This document does not repeat the contents of the ICoP, but it does highlight some of the steps required. NFAN also offers training through regular online seminar training as to the contents of the ICoP and how it is best implemented.

Zoonosis Controls Measures Explained.

All farm and domestic animals naturally carry a range of diseases, some of which can also affect humans. These diseases are known as either as Zoonosis or Zoonotic Infections.

All persons coming into contact with animals intentionally, or by accident are at risk of coming into contact with a Zoonotic infected substance. This also applies to the residue on the floors or pen structures. The industry Code of Practice, **“Preventing or controlling ill health from animal contact at visitor attractions”** outlines industry best practice that, when being applied, reduces the likelihood of infection. Simply taking some of the steps or applying some of the control measures will however not be sufficient for ensuring your public are safe. We **MUST** ensure we are applying ALL of the controls. We also **MUST** encourage the public to maintain their levels of hygiene and also follow the rules of contact.

We are responsible for ensuring we have proper controls, that we have informed the public what those controls involve, and that we have the facilities available for the controls to be applied. Deciding what controls are required will be dictated by what activities we are running and the level of contact the public may have. The controls we apply will be aimed at reducing the contact to a controllable level and that hygiene facilities are logically positioned and available.

Whilst our primary control measures focus on reducing and eliminating faecal contamination, the most effective method of removing dirt and contamination remains hand washing with soap and running hot and cold, or warm water followed by hand drying. Soap bars can easily be dropped onto the floor. Liquid soap is a better solution.

Additional controls, other than hand washing, may also be required. Our Risk Assessment will identify what is required. The additional controls **MAY** include clothing covers or footwear washing.

Risk Control Measures

To protect the company and yourself **YOU MUST:**

1. Ensure they have completed a thorough Zoonotic Risk Assessment for the areas where the public may be affected. The risk assessment should identify where contact is:
 - Likely.

- What the nature of contract may be.
 - How contact is likely to occur.
 - Whether cross contamination is probable or highly likely [particularly when near sick or injured animals].
 - What controls measures will be applied.
 - What PPE is compulsory or highly advisable.
 - What contents is required to inform the public of how to conduct themselves.
2. Ensure the areas where the public are likely to walk or contact animals is properly cleaned and sanitised. This includes pens and walkways. Special attention should be given to items such as feed dispensing equipment as not all public will have taken the steps necessary.
 3. Hand washing is a vital part of keeping the public free from infection. Make sure the handwash is operating correctly, well supplied and the water is running warm.
 4. Make a point of engaging visitors, particularly those who have challenges and children, and remind them how to stay safe from infection.
 5. Be seen to use the handwash and acknowledge those using the hand wash station when you see them.
 6. To help us ensure the correct controls are applied in the required areas, all members of staff are expected to read the Public Contact Zoonosis Risk Assessment and ensure you monitor those areas where the risks are highest.
 7. Make sure the Public Non Entry areas are secured to prevent accidental exposure.
 8. Make sure staff footwear, should they have to enter the pens when the public are on site, are cleaned or the walkways sanitised.
 9. Remember, we MUST NOT rely on the public to remember; we need to remind and encourage them to comply. We do that by engaging with the public and talking them through what is needed.
 10. Inform a member of MANAGEMENT, of any hazard which you cannot deal with immediately. DO NOT LEAVE IT UNTIL LATER; REPORT IT WHEN YOU SEE IT. IF YOU CAN EASILY DEAL WITH THE SITUATION, DO SO, BUT YOU MUST STILL ENSURE THE INFORMATION IS PASSED ON SO A RECURRENCE IS PREVENTED.

NFAN Online 15 Point Checklist

The key recommendations in the Industry Code of Practice have been summarised in a 15 point checklist which NFAN members are required to adhere to...

1. Code of Practice

You have read the Code of Practice and a copy is available at your site.

2. CoP Video

You & your staff have watched & understood the importance the CoP video to keep visitors and staff safe on your site.

3. Risk Assessment

You have an effective written risk assessment procedure.

4. Visitor Information

Information is available to visitors to cover the possible risk to health / adequate information is given to visitors on the possible risks to health.

5. Hand Washing Signage

There is information available & signage to advise visitors to wash their hands before eating and drinking after contact with animals.

6. Hand Washing

Your attraction provides and maintains adequate hand washing facilities.

7. Hand Washing Servicing Animal Contact Areas

Hand washing stations servicing animal contact areas and eating areas have hot and cold or warm running water, liquid soap is provided.

8. Hand Washing Instructions

Instructions on hand washing techniques are displayed.

9. Cleansing Wipes and Anti-bacterial Gels

Cleansing wipes or anti-bacterial gels, where used, are in addition to proper hand washing – not as a substitute, (these can be situated elsewhere on site but not near animals as visitors might decide to use sanitiser instead of soap and water).

10. Visitor Routes

All visitor routes are kept clean of animal faeces to reduce the risk of cross contamination including FYM and liquid waste. Animal pens are boarded/barriered to prevent faecal run and are cleaned regularly with **DEFRA approved disinfectant**.

11. Animal Pens

The public are prevented from entering animal pens. Where animals are moved internally on the site or animals are brought out to visitors (lamb feeding etc), all muck is picked up immediately to prevent contamination on shoes and pushchairs and hard surfaces are cleaned down every time.

12. Eating and Drinking

Visitors are prohibited from eating and drinking in animal contact areas.

13. Children's Play Areas

Children's play areas and picnic areas are separated from animal contact areas, contact with animals is prevented e.g. by double fencing.

14. Staff Appreciation of Risks

Staff appreciate risks associated with non-hand washing, staff are able to provide visitors with relevant information/guidance on potential risks.

15. Access Signage

All areas which the public have access to must be clearly defined – “no entrance” signs clear.